

Position Title: Office Administrator

Organization: The Pine Project

Location: Combination of remote and in office (Carlaw Avenue, Toronto)

Position Type: Full-time, permanent

Hours per Week: 37.5 hours/week on average, but hours will vary by week and time of year

Compensation: \$35,000 - \$40,000/year, plus benefits including retirement savings plan, wellness spending account, and generous vacation and leave policies

Reports to: Operations Manager



About the Pine Project

The Pine Project is Ontario's leading nature connection organization! We offer year-round nature connection programs for people of all ages in Toronto and the surrounding area. Our programs foster confidence, competence, resilience and a deep relationship with nature. By helping children connect to nature and teaching adults to do the same, we inspire children to respect, cherish, and care for the Earth. We are empowering the next generation of environmental stewards, problem solvers and leaders.

Position summary

The Office Administrator supports the mission of our organization by providing excellent customer service and administrative support in the areas of program registration and operations, communications, finance, and other day-to-day office functions. The Office Administrator works independently and as part of a team to support the delivery of our nature connection programs.

You are an enthusiastic team player who enjoys building relationships and helping others. You have a knack for organization and are an excellent multi-tasker. You feel inspired by cool nature mysteries and are keen to deepen your personal connection with nature. You embody Pine's core values - respect, gratitude, awareness, life-long learning, and resilience – and demonstrate a strong personal commitment to equity and social justice. If this sounds like you, the Office Administrator role at Pine could be the right fit!

Key position responsibilities

COMMUNITY SUPPORT

- Fosters Pine's external relationships with past, current, and new participants/registrants by communicating about Pine Project programs, registration processes and policies
- Manages phone calls and emails in a manner that reflects Pine's commitment to strong relationship-building and excellent customer service
- Troubleshoots and resolves customer-related matters
- Engages in community activities and events, as needed

COMMUNICATIONS

- Provides ongoing communication and support for the Pine Project community
- Assists in the creation of and executes participant communications collateral as it relates to programs, community events and administrative needs
- Assisting the Director of Development and Communications with creation and implementation of Pine's social media strategy
- Contributes to culture creation for field staff and volunteers

ADMINISTRATION

- Executes registration for all of Pine's programs (e.g. processes registrations and other related transactions, enters data, and maintains the registration database)
- Executes seasonal program preparation, such as preparing and printing rosters, organizing supplemental information, assembling program binders and bins, prepping any additional program materials
- Acts as a liaison between program participants/caregivers and the field team to efficiently communicate updates and changes

- Contributes to improvements in systems and processes that support program delivery
- Updates electronic records and databases with customer, staff and other information
- Prepares reports and documentation required to support programs
- Maintains and updates filing systems
- Manages office supplies and organization
- Provides other administrative support, as needed

FINANCE

- Monitors customer payments, following up on failed payments and outstanding balances
- Assists with finance tasks such as processing expense claims and other payables
- Prepares and sends donor receipts
- Enters financial data

Skills and Experience

- Extremely well organized, detail-oriented, and are comfortable managing deadlines
- Exceptional interpersonal and communications skills
- Demonstrated customer service and conflict resolution skills, including ability to manage challenging conversations. Enjoys helping others.
- Ability to alternate working collaboratively and autonomously
- High level of computer proficiency, including the Microsoft Office Suite. Experience with content management systems and registration software is an asset. Experience with WordPress, Canva, and social media platforms is an asset.
- Identify with Pine's mission statement and core values. Strong personal and professional commitment to equity and racial justice
- Valid G class driver's license and clean driving record (desired)

Application Procedure

Please submit a resume and cover letter to work@pineproject.org by Monday 1 August 2022

Your cover letter should be about one page in length and include:

- Where you saw this job posting
- Why you are interested in the Pine Project and the Office Administrator Position
- A brief description of your relevant skills, experience and aptitudes. Applicants who do not meet all of the stated qualifications but have transferable skills, experiences or aptitudes are encouraged to apply and explain their relevance to the role in the cover letter.

While we thank all applicants for their interest, only successful candidates will be contacted for an interview. No phone calls please.

The Pine Project is an equal opportunity employer. We are committed to promoting equity, inclusion and diversity within our workplace and greater community. We work proactively to develop a barrier-free selection process and inclusive work environment that is increasingly representative of the communities we live and work in, and where all team members are able to express ideas, opinions and experiences.

We welcome applications from all qualified individuals with an interest in advancing our mission, vision and values, and assisting us in deepening our commitment to Anti-racism/Anti-oppression. We especially encourage applications from members of historically disadvantaged and under-represented groups, including those who identify as Black, Indigenous and People of Colour, persons with disabilities, newcomers to Canada, and/or LGBTQ2S+. If contacted for a job opportunity, please advise us of any accommodation measures required to enable you to be assessed in a fair and equitable manner. Information received will be addressed in confidence.