



Date Approved by CEO	April 2025
Reviewed by	Nancy Noble
Date Reviewed by Union	April 2025

Job Title	Administrative Assistant
Reports To	Director of Development and Marketing
Hours of Work	Full-time role. Monday – Friday, 9am-5pm, evenings and weekends as required.
Remuneration	\$24.03 per hour (Effective March 22, 2025) This is a permanent full-time unionized position - CUPE Local 410. Pay grade 3, pay rates are set in accordance with the Collective Agreement.

Position Summary

Under the direct supervision of the Director of Development and Marketing the Administrative Assistant plays a vital role in supporting the Marketing and Development Department including the capital campaign as well as the day-to-day operations of the Gallery. In collaboration with team members, this position follows established procedure and provides essential support in the areas of routine administrative functions; stakeholder engagement; meeting and event support; database administration and reporting; cross-departmental and external communications. This position is expected to maintain a high level of confidentiality and discretion and requires clear verbal and written communication skills. Tasks are performed with attention to detail and under the guidance of supervisors.

Duties and Responsibilities

This role will focus on:

- Providing day-to-day administrative and front-of-house support (office operations, records, supplies, and routine inquiries)
- Maintaining member/donor databases and contact lists, and supporting basic reporting and mail processes
- Supporting internal and external communications using approved templates and supervisor-reviewed drafts
- Coordinating logistics for meetings and events, including scheduling, materials preparation, and RSVP tracking



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Administrative Support - 40%

- Perform routine office duties such as filing, processing ingoing and outgoing mail, data entry using established formats, and assist with basic office upkeep.
- Assist with correspondence, calendar management, and routine inquiries. Order office supplies; liaise with vendors; coordinate repairs and maintenance; oversee phone assignments and inventory; and process mail, courier and deliveries.
- Support administrative tasks such as tracking receipts and documentation for credit card reconciliations.
- Assist with maintaining digital records, shared contact lists, and staff resources using predetermined file structures; organize, file, and archive documents to maintain accessibility and ensure compliance with organizational standards; maintain basic administrative manual to document key processes, procedures and login information.
- Provide basic Front-of-House Assistance and Coverage as required: Process payments for monthly donations and automatic membership renewals.
- Perform other related duties and projects as required by the Director of Development and Marketing and the Administrative Coordinator.

Reporting and Database Administration 30%

- Input and update data in the donor and member database.
- Assist with mail drops and return to sender mail. Prepare dropped member letters, maintain and update members' mailing preferences, check holds drawer, and contact members for membership pick up.
- Maintain artistic community contacts as well as Municipal, Provincial, and Federal contacts on database.
- Assist with generating basic reporting processes by collating provided data.

Communications - 20%

- Assist with document distribution and communication across departments as instructed.
- Support formatting of emails and internal notices.
- Prepare and distribute monthly donor call list; assist with verbal and written donor recognition using provided language.



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Meeting and Event Support - 10%

- Provide support for member, sponsor and donor events, including recognition and appreciation initiatives; oversee RSVP lists, prepare, print and mail assets.
- Events: Assist with coordination of internal events such as staff socials, workshops, AGM and other events as necessary. Order catering and pick up / order office supplies as needed.
- Schedule and coordinate internal meetings, assemble and distribute agendas and reports, take notes, and provide other logistical support. Set up and assist with hybrid meeting tools. Order and/or pick up refreshments as instructed.

Communications & Reporting

Internal

- Report directly to the Director of Development and Marketing
- Monitor cross-departmental communications (Basecamp/One Drive) for accuracy and to archive materials to shared drive.
- Assist with archiving files and uploading pre-approved content to internal drives.

External

- External contractors and broader public organizations.
- Organizes and sets meetings for Advancement committee and communicates with members, with external partners/stakeholders as needed.
- Schedule meetings and relay messages to vendors based on supervisor instructions.
- Support outreach and external communications with vendors, partners and stakeholders.
- Prepare communications using approved templates or supervisor-reviewed drafts.



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Qualifications, Experience & Education

Required

- Minimum of 2 years of experience working in an administrative support role.
- Basic familiarity in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and Office 365 tools (SharePoint) and other office software applications. *Some training will be provided as necessary.*
- Experience with digital file management and document organization.
- Clear communication skills, accurate data entry, responsive and ability to follow routine tasks with accuracy in a fast-paced environment.
- Able to maintain diplomacy and professionalism at all times.
- Clear written and verbal communication skills, and a high level of discretion and confidentiality.
- Basic knowledge of event planning, meeting coordination and hybrid meeting tools.
- Ability to take direction, willingness to learn new systems as required, and participate in training as needed.
- A valid driver's licence is required for this position.
- Able to carry out assigned work, including larger projects under supervision.
- Familiarity with Customer Relationship Management software an asset.

Working Conditions

- Primarily in shared office setting with opportunities for some remote work.
- Work involves occasional lifting (boxes of office supplies, table/chairs set up, running office-related errands and assisting with A/V equipment).
- Based on programming requirements and in support of gallery events, some evening and weekend work may be required.