Job Title: Administrative Assistant

Reports To: Director of Development and Marketing

Hours of Work: Part-time, 28 hours per week (4 days per week). Regular workdays and hours will be established based on operational requirements. Some evening and weekend work may be required to support Gallery meetings, programs and events.

Remuneration: $27.31 per hour (Effective March 22, 2025) This is a permanent part-time unionized position - CUPE Local 410. Pay grade 4, pay rates are set in accordance with the Collective Agreement.

Position Summary

Under the supervision of the Director of Development and Marketing, the Administrative Assistant plays a vital role in supporting the delivery of member, sponsor, and donor services as well as the day-to-day operations of the Gallery. In collaboration with team members, this position follows established procedures and works with a degree of independence to coordinate and provide essential support in the areas of routine administrative functions; constituent engagement; meeting and event support; Advancement Committee and Gallery Associates meeting support and engagement; database administration and reporting; website and digital content maintenance; and cross-departmental and external communications. The position also supports the effective use and maintenance of Raiser's Edge, WordPress, and SharePoint to ensure accurate information, organized records, and efficient administrative processes.

This position is expected to maintain a high level of confidentiality and discretion and requires strong verbal and written communication skills. Tasks are performed with attention to detail in accordance with established procedures, priorities, and guidelines, with direction and guidance available from supervisors as required.

Duties and Responsibilities

Administrative Support - 35%

- Perform routine office duties such as filing, processing ingoing and outgoing mail, data entry using established formats, and assisting with basic office upkeep.
- Assist with correspondence, calendar management, and routine inquiries. Order office supplies, liaise with vendors, coordinate office equipment repairs and maintenance, oversee phone assignments and inventory, and process mail, arrange for couriers, and receive deliveries.
- Support administrative tasks such as tracking receipts and documentation for credit card reconciliations.
- Maintain digital records, shared contact lists, and staff resources using established SharePoint and file-management practices; organize, file, and archive documents to maintain accessibility and ensure compliance with organizational standards; maintain the administrative manual to document key processes, procedures, and login information.
- Provide occasional and basic Front-of-House assistance and coverage
- Process payments for monthly donations and automatic membership renewals.
- Maintain approved website content using WordPress, including routine page and content updates, formatting, link checks and removal of outdated information. Refer non-routine content or technical issues to the appropriate supervisor for direction.
- Perform other related duties and projects as required by the Director of Development and Marketing.

Reporting and Database Administration 30%

- Maintain member and donor information in Raiser's Edge in accordance with established data-entry, privacy, and record-management practices, supporting database integrity, reporting, and related mail processes.
- Monitor data quality, identify duplicate or inconsistent records, complete routine corrections in accordance with established procedures, and refer non-routine database issues to the appropriate supervisor.
- 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 in Raiser’s Edge or other approved databases.
- Generate routine Raiser's Edge reports and lists by collating and reviewing available data for accuracy and completeness.

- Maintain documentation for recurring database processes and recommend practical improvements to data-entry, record-maintenance, and reporting practices.

Communications - 15%

- Supporting internal and external communications using approved templates and preparing routine communications within established guidelines.
- Coordinate routine document distribution and communication across departments using established processes and timelines.
- Draft and format routine emails and internal notices using approved organizational language and established guidelines. Seek review for sensitive, complex, or non-routine communications.
- Prepare and distribute monthly donor call list; assist with verbal and written donor recognition using provided language.
- Respond to routine inquiries from members, donors, committee members, Gallery Associates, vendors, and other constituents using established information, templates, and procedures and refer matters requiring interpretation or decisions to the appropriate supervisor
- Support basic website communications by uploading and maintaining approved content in WordPress.

Meeting and Event Support - 20%

- Provide support for member, sponsor, and donor events including recognition and appreciation initiatives. Oversee RSVP lists, prepare, print, and mail assets.
- 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 needed.
- Coordinate the administrative and logistical requirements of the Advancement Committee including scheduling meetings, preparing and distributing materials, communicating with members and other constituents, maintaining records, tracking action items, and completing routine follow-up.
- Coordinate assigned administrative and logistical requirements for Gallery Associates meetings, activities and events, including scheduling, materials, communications, RSVP tracking, and follow-up.
- Monitor assigned timelines and deliverables, follow up with contributors, and advise the Director of Development and Marketing or designate of outstanding items or emerging issues.

Communications & Reporting

Internal

- Report directly to the Director of Development and Marketing.
- Monitor relevant cross-departmental communications through Basecamp, One Drive, SharePoint and other approved systems for accuracy and archive materials in accordance with established practices.
- Maintain assigned content for internal resource hub, ensuring staff have access to up-to-date information and resources.
- Archive files and upload approved content to SharePoint, internal drives, and other approved platforms using established practices.
- Work collaboratively with Development and Marketing, Administration, and other Gallery departments to coordinate information, timelines, meeting requirements, and assigned deliverables.

External

- Coordinate meetings and routine communications for the Advancement Committee and communicate with committee members, external partners and constituents as required.
- Coordinate routine meeting and activity communications with Gallery Associates.
- Schedule meetings, communicate routine requirements, and relay messages to vendors within established procedures.
- Support outreach and external communications with vendors, partners, and constituents.
- Prepare routine communications using approved templates and organizational guidelines. Seek supervisor review for sensitive, complex, or non-routine communications.

Qualifications, Experience & Education

Required

- A minimum of three years of progressively responsible experience in administrative support, committee coordination, database administration, or a related role.
- Proficiency with Microsoft 365, including Word, Excel, PowerPoint, Outlook, and SharePoint and other office software applications.
- Experience with digital file management, SharePoint, and document organization.
- Strong attention to detail and accurate data entry skills with the ability to organize, prioritize, and complete routine and recurring responsibilities in a fast-paced environment.

- Able to maintain diplomacy and professionalism at all times.
- Clear written and verbal communication skills with a high level of discretion and confidentiality.
- Experience supporting or coordinating meetings, committees, and events including scheduling, materials, communications, action tracking, and hybrid meeting tools.
- Ability to work independently in completing assigned responsibilities within established procedures and priorities, learn new systems, and refer questions or issues requiring interpretation or decisions to the appropriate supervisor.
- A valid driver's licence is required for this position.
- Able to coordinate assigned work and projects, manage recurring timelines, and follow up with contributors, with guidance available for non-routine matters.
- Proficiency with Raiser's Edge or a comparable donor/customer relationship management system, including data maintenance, data-quality practices, and routine reporting.
- Proficiency with WordPress, including routine page and content updates, formatting, link maintenance, and basic troubleshooting.

Preferred

- Experience working in a gallery, museum, cultural, charitable, or membership-based or fundraising environment.
- Experience supporting an advisory committee, volunteer group, or similar constituent body.
- Education or training in office administration, nonprofit administration, fundraising, communications, information management, or a related area.

Working Conditions

- Primarily works in a shared office setting with remote work opportunities subject to operational requirements and approval.
- Some evening and weekend work may be required for Gallery programming, committees, and events.
- Occasional lifting and moving of office supplies, meeting materials, and chairs.
- Occasional running of office-related errands and assisting with A/V equipment may be required.
- The role involves frequent computer work and sustained attention to detailed database, website, document, and scheduling information with regular interruptions and competing deadlines.