



Job title	Training and Administrative Support FT—Term until March 2024
Reports to	Member Program Development and Training Co-Ordinator
Salary Range	\$35,000 - \$50,000

Purpose

This position provides:

- (a) administrative support to ACWS' Member Program Development and Training Co-Ordinator as well as other staff as assigned
- (b) supports funded projects
- (c) supports ACWS training as required

Duties and responsibilities

1. Administrative Support

- **LMS:** maintaining sections related to courses currently opened and registration issues as they arise.
- **Meetings and events:** pulling contact lists, setting up invites and sending out, tracking invitations, RSVPs, and attendees. Coordinate venue/catering/tech, setting up and managing technical aspects of event or meeting, taking notes/minutes during meetings as assigned, meeting and greeting attendees/ answering questions, clean-up of meetings and events.
- **Mailouts:** sending out and tracking electronic or paper communications related to member support, training, and current projects.
- **Record management:** maintaining training development files on electronic platforms including but not limited to Teams, SharePoint, etc., and any physical files or materials related to training and member support development and partnerships, tasks related to grant documentation including, but not limited to, filing grant agreements, managing grant deadlines, and supporting staff in completing reporting requirements.
- **Follow through:** Able to create invites, set up training, support training, and issue certificates from beginning to end.
- **Research:** conducting online and telephone research and compiling information on items related to family lawyers, DA trainers, and other things as necessary.
- **Clerical support:** Photocopying, collating, data entry, letter writing, etc. as required.
- This position will support the other ACWS support roles in ensuring overall cleanliness and functioning of the ACWS office; and aiding in supporting ACWS events or logistics as needed.
- Occasional back-up to other support staff: This position will serve as back up to other ACWS support roles as required and will be called in to support: scheduling meetings, organizing logistics, taking notes, transcribing action plans and other responsibilities normally under the purview of other support staff.

2. Record Management

- Ensuring all contact information in our databases is current and up to date through various monitoring and engagement processes
- Collects information on lawyers in Alberta who need to be trained and those who have already been trained.
- Management of contact information for our trainers and trainees
- Provide input on challenges, suggestions for improvement, progress updates
- Responsible for activity tracking and process mapping
- Ensure all privacy protections are in place
- Creates reports as requested and collates results

3. Member Support

- Co-ordinating training schedules between members, the coordinators, and training leads
- Assists in organizing and participating in Communities of Practice that support members' needs
- Helps facilitate the sustainable training plan

Core Competencies

- Well-developed administrative and organizational skills with excellent attention to detail
- Navigates Microsoft Office 365 applications with ease
- Excellent written and verbal communication skills
- Learns how to navigate web-based systems quickly
- Demonstrates excellent interpersonal communication skills including maturity and personal mastery when dealing with colleagues and the public
- Demonstrates strong telephone communication skills
- Consistently presents in a professional and friendly manner
- Coordinates multiple requests, sets priorities, and meets deadlines with ease
- Functions well with little supervision and has excellent problem-solving skills
- Interest in social justice issues, and advancing fund development / partnership skills
- Competent with technology including online meeting formats and audio-visual equipment
- Contributes to the organizational well-being of ACWS
- Ability to support team effort in achieving organizational objectives
- Able to perform repetitive tasks on a regular basis.

Qualifications

Qualifications for this position include:

- A combination of education and professional experience which may include
 - 2-3 years' experience working with and assisting in a legal office.
 - An Undergraduate Degree or Administrative/Technical Diploma / Certificate with a minimum of 2 years' experience in a professional environment (corporate or charitable organization).
 - 3-5 years general work experience in a fast-paced, growth-oriented organization preferred
- Excellent computer skills (Office 365/SharePoint (excel, word, Teams, forms etc.; webpage and LMS? management)
- Experience taking the initiative to support successful project completion and training schedules.
- Prior success working closely and building relationships with diverse groups of people
- Comfort addressing any issues directly

Working conditions

This role will work primarily from the ACWS office (Edmonton) 5 days per week. Hours of work are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 - 4:30).

The Alberta Council of Women's Shelters does not provide direct support to survivors; however, individuals will be exposed to disturbing stories of violence against women.

Physical requirements

This position requires spending significant periods of time working at a computer and talking on the telephone. Some travel to various areas of the province could be required.

Direct reports

This position has no direct reports.

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