

# Position Description:

## Corporate Services Coordinator

### Position Summary

Reporting to the Executive Coordinator, the Corporate Services Coordinator assists with the day to day office services as a valued member of the Northern Development Initiative Trust team. These duties include acting as Northern Development's key point of contact as the office receptionist by providing exceptional customer service in a friendly, professional and courteous manner. Other duties of this position include word-processing a variety of correspondence and reports, database management, some accounts payable, preparation of incoming and outgoing mail, data-entry and office filing. The ability to set priorities, maintain a high level of accuracy, demonstrate confidential diplomacy, establish and maintain excellent working relationships with staff, elected officials and representatives of community groups, and excellent communication skills are also requirements of this position.

### Accountabilities

- Act as Northern Development's key point of contact and greet all visitors (both in-person and via telephone) to the office in a friendly, professional and courteous manner
- Provide exceptional customer service to both external and internal clients
- Redirect inquiries to appropriate staff members, ensuring accuracy and efficiency when taking messages
- Assist all visitors to the office including board members, clients, postal carrier, couriers and delivery persons
- Word process a variety of documents including correspondence, reports and other items as directed by the Executive Coordinator
- Process incoming and outgoing mail and courier packages
- Coordinate daily exchange of back-up tapes for company server
- Maintain electronic postage equipment and order postage when required
- Order, maintain and organize office stationery and board meeting supplies
- Assist with minor repairs of office equipment
- Help prepare board room/client room for internal and external meetings. Track meeting refreshments as required and monitor kitchen for general tidiness
- Coordinate, purchase and maintain equipment and supplies as required for staff coffee service
- Data entry of incoming project applications. Assign project numbers, create new files and enter data accurately into Catalyst database for new projects in coordination with the Director, Economic Development and Chief Financial Officer
- Develop relevant distribution lists as required

- Ensure project and administrative filing is done on a weekly basis
- Assist Senior Financial Analyst with the collection of and entry of annual reporting into Catalyst database
- Coordinate with IT vendors as necessary in support of administrative functions
- Assist with data entry, reporting and client coordination in support of Third-Party Funding programs

## Qualifications

### Educational requirements

- A diploma/certificate in business administration or a minimum of two years of equivalent experience

### Skill requirements

- Sound information and computer literacy including experience with Microsoft Office software
- Ability to participate in a team environment
- Receive direction and follow through with assigned tasks with a minimum of supervision
- Strong organization skills
- Ability to research, analyze and compile information from a variety of sources
- Ability to exercise initiative and bring independent judgment to resolving complex issues
- Ability to prioritize and manage multiple projects with deadlines while ensuring accuracy, attention to detail and meeting deadlines
- Ability to communicate effectively with staff, board members and the public
- Maintain a high degree of confidentiality, tact, diplomacy and discretion at all times

## Additional Information

- Flexible hours and/or evening work may be required when preparing for board meetings, conferences and special events
- Successful completion of security screening requirements which includes a criminal records check, and/or Criminal Records Review Act (CRRA) check.

## Competencies

- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and to deliver the organization's mandate.
- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions etc.
- **Improving Operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation. This behaviour ranges from adapting widely used approaches to

developing entirely new value-added solutions.

- **Integrity** refers to actions that are consistent with what one says are important. People with integrity “walk the talk” by communications intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.
- **Organizational Commitment** is the ability and willingness to align one’s own behaviour with the needs, priorities and goals of the organization and to promote organizational goals to meet organizational needs. It also includes acting in accordance with organizational decisions and behaving with integrity.
- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other agencies and non-government organizations. It means focusing one’s efforts on discovering and meeting the needs of the customer/client.