



Title	Administrative Assistant
Reports to	Associate Executive Director, Education and National Programs
Last updated	November 2024

Apply with a cover letter and CV by December 18, 2024 to HR@cps.ca

OVERVIEW

The Administrative Assistant is the first point of contact for all inquiries regarding our two neonatal life support programs - Neonatal Resuscitation Program (NRP) and Acute Care of at-Risk Newborn (ACoRN) – and provides administrative and operational support for the department.

RESPONSIBILITIES

Neonatal life support (NLS) programs (80%)

- Provide customer support for NRP and ACoRN program participants, monitoring email (nrp@cps.ca and acorn@cps.ca), answering phones and troubleshooting problems.
- Coordinate registration/renewal of NLS program participants (e.g., instructors, providers, etc.).
- With NLS Coordinator, ensure all procedures and processes are up to date and meeting the needs of clients and staff
- Run regular statistics reports through NLS database.
- Provide annual funding support to provincial representatives on NRP Steering Committee.
- Maintain the NRP and ACoRN webpages on a regular basis.
- Schedule teleconferences and meetings for NLS program committees (e.g., Steering Committees, Executive, and subcommittees)

General (20%)

- Provide administrative support to the Associate Executive Director, including scheduling meetings, arranging travel, etc. as required.

EDUCATION & EXPERIENCE

- Post-secondary diploma / degree in related field or 2 to 3 years related experience
- Not-for-profit experience preferred

ESSENTIAL SKILLS

- Proficiency in Microsoft Office tools (Word, Outlook, PowerPoint, Excel, Teams)
- Strong communications skills (written and spoken) in English
- Ability to respond to inquiries in French is an asset
- Able to answer telephone and email inquiries with tact and sensitivity
- Experience arranging meetings, preferably with volunteers
- Knowledge of office/administrative procedures