



JOB POSTING – Receptionist Administrative Assistant

Full-Time, 10 month contract with possibility of extension

Monday-Friday, 8:30am-4:30am (some flexibility)

Hybrid work model (home/on-site)

Salary: \$40,000 per annum +

Competitive Benefits Program with matching RRSP Contributions

The **Ottawa Birth and Wellness Centre (OBWC)** is a **midwife-led birth and wellness centre** located in southeast Ottawa that offers a **broad range of maternal and infant services** to Ottawa women, newborns, and their families. These services include prenatal care, labour and delivery, educational programs, and wellness services.

The Centre's Receptionist Administrative Assistant is the **first point of contact** for clients, families, and members of the public, seeking information about the Birth Centre and its services. They are able to juggle competing priorities, have a keen eye for detail, enjoy finding solutions to problems, and working independently as part of a small team of dedicated staff members.

The Receptionist Administrative Assistant provides administrative support and reception services including responding to inquiries, day-to-day facilities management, governance support, communications, assisting with financial management, managing room bookings and set-up, and providing support for events at the OBWC. This is a position that would allow the candidate to build on-the-job experience and explore new skills.

EDUCATION, TRAINING AND EXPERIENCE

- Excellent communication skills in French and English (**lingualism strictly required**).
- High school education or equivalent.
- Minimum two years' work experience in an office environment.
- Knowledge and experience in health care or not-for-profit/public sector organizations a strong asset.
- Proficient in the use of MS Office software, particularly Word and Excel, and database applications.
- Proficient with office technology, including hardware and software; website maintenance experience an asset.
- Current Police Record Check (may be acquired after hiring).
- Knowledge of Social Media and Communications an asset.

COMPETENCIES AND SKILLS

- Ability to work with minimum supervision, prioritize work, meet deadlines, and manage multiple activities.
- Strong client service orientation. Excellent interpersonal skills and a demonstrated ability to develop mutually respectful relationships with clients, colleagues, vendors, and stakeholders.



- Understanding and commitment to the OBWC'S model of midwifery care.
- Experience with facilities and/or meetings and events management.
- Experience with supporting financial management a strong asset.
- Strong problem-solving skills and demonstrated resourcefulness and initiative.
- Must be able to work in, and be sensitive to, a diverse and multicultural environment.
- Good technical and troubleshooting skills related to office technology and equipment.
- Demonstrated professionalism, discretion, and sound judgment.

Standard hours will be Monday to Friday, 8:30am to 4:30 pm, with very occasional evenings and weekends.

For a **detailed job description**, please see the following pages.

All applications must include a cover letter that includes the candidate's suitability for the position and level of bilingualism.

Deadline for Applications: Friday, July 22, 12pm

Interviews will be offered on an ongoing basis for those candidates that meet our requirements.

Apply by email only: jobs@ottawabirthcentre.ca

The Ottawa Birth and Wellness Centre is committed to employment equity.
Only applicants selected for an interview will be contacted. Thank you for your interest.



JOB DESCRIPTION

POSITION TITLE: Receptionist Administrative Assistant

PROGRAM: Ottawa Birth & Wellness Centre (OBWC)

REPORTS TO: Manager of Operations

JOB SUMMARY

The Receptionist Administrative Assistant is an integral member of the OBWC team. They will provide administrative support that contributes to the delivery of high quality services to midwives, their clients, and the public.

RESPONSIBILITIES

The Receptionist performs duties that fall into the following categories:

- General Administration
- Facilities Management
- Financial Management
- Client Records Management
- Corporate Records Management and Information Technology
- Event, Governance, and Meeting Management
- Vacation coverage for some Office Manager duties
- Communications including Instagram and Facebook content
- Ability to engage with stakeholder such as the Perinatal Mental Health Program

1. General Administration

- 1.1. Provide general administrative support to OBWC staff including scheduling management for the Executive Director
- 1.2. Receive and respond to or redirect enquiries from clients, the public, and various stakeholders received through various channels. Effectively manage difficult interactions.
- 1.3. Manage production and printing needs of the OBWC.
- 1.4. Compile, prepare, copy, scan and fax documentation and correspondence.
- 1.5. Process all incoming mail, and manage outgoing mail.
- 1.6. Participate in quarterly meetings with Clinical Lead Midwife, Lead Midwife, Birth Centre Aides (BCAs), the Executive Director and other staff to identify general issues and areas for improvement. Actively participate in staff team building efforts.



- 1.7. Create a monthly bulletin to promote the events happening at the Birth Centre, and send out to stakeholders.
- 1.8. Organize courier pick-ups as needed.
- 1.9. Provide back-up to the Manager of Operations in their absence.
- 1.10. Assist with other administrative duties as required.

2. Facilities Management

- 2.1. Responsible for managing the OBWC reception area, including pass cards, security, access, issues management, cleaning toys, and overall cleanliness.
- 2.2. Manage the pass card system, maintain the pass card tracking spreadsheet, and program the doors to lock and unlock as required.
- 2.3. Assist in troubleshooting facility management issues on a day-to-day basis, including alarms, security and access.
- 2.4. Open and close building. Set and disable facility alarms upon leaving and entering the building, as required.
- 2.5. Institute or support evacuation procedures, as required.

3. Financial Management

- 3.1. Process all incoming invoices and receipts according to financial procedures.
- 3.2. Reconcile incoming invoices to packing slips.
- 3.3. Reconcile credit card and bank account statements to invoices and receipts.
- 3.4. Code all incoming invoices and receipts.
- 3.5. Maintain the financial filing system; copy and file financial paperwork in a timely fashion.
- 3.6. Prepare bank deposits.
- 3.7. Manage cash payments and tracking.
- 3.8. Order all non-clinical supplies, and match incoming supplies to order confirmations.

4. Clients Records Management

- 4.1. Pull statistical reports from the client database, as directed.
- 4.2. Send out client surveys and reminders on a weekly basis.

5. Corporate Records Management and Information Technology

- 5.1. Maintain hard copies of policies and procedures, as well as electronic copies on the "Members Only" section of the OBWC website.
- 5.2. File corporate records.
- 5.3. As directed, develop forms and common templates and surveys for use by the OBWC.



- 5.4. Under the direction of the Manager of Operations, assist in reviewing the website, developing new content, and developing social media content.
- 5.5. Trouble-shoot issues associated with office equipment or technology. Arrange for service calls and liaise with vendors.
- 5.6. Maintain Board and Committee governance calendar, contact information and skills matrices.

6. Events, Governance, and Meeting Management

- 6.1. Manage all bookings, records, forms and logs associated with client and vendor use of the OBWC Wellness Centre.
- 6.2. Prepare contracts for space bookings, and track payment of rental fees.
- 6.3. Manage all room set-ups for services and events, including contacting tenants to determine set-up needs, ensuring that all tables, chairs, and AV are in place, and troubleshooting as necessary.
- 6.4. Maintain two online calendars, an internal space bookings calendar, and an external calendar promoting upcoming events.
- 6.5. Manage the client tour process, including maintaining the online tour registration system, contacting clients for tours (as needed), preparing lists on the day of the tour, and reminding Birth Centre Aides of upcoming tours.
- 6.6. Facilitate all aspects of monthly Choice of Birthplace sessions, including contacting midwifery practices to find midwife facilitators, arranging guest speakers, registering participants, and sending reminders. On day of sessions, set up the room and provide assistance during the sessions.
- 6.7. Schedule Board and Committee meetings, and send meeting reminders. Determine if members will join by teleconference and set up as required.
- 6.8. Assist in preparing packages of meeting materials for Board and Committee meetings. Set up rooms. As required, provide meeting support and record notes, conduct follow-up activities.
- 6.9. Provide assistance for OBWC events, as required.
- 6.10. Assist with OBWC marketing and communications activities, as required.

7. Communications and Stakeholder Engagement

- 7.1. Help facilitate Social Media posts and build upcoming engagement plans in conjunction with other staff.
- 7.2. Work with stakeholders to arrange communications events
- 7.3. Work with partners such as The Royal Mental Health Centre to coordinate the partnership Perinatal Mental Health Program.