



Japanese Canadian Survivors Health & Wellness Fund Society

Job Posting | Administrative Assistant

Job Title: Administrative Assistant

Term: One-year Term with possible extension

Reporting to: Outreach Team Leader

Location: Within the Lower Mainland of BC

BACKGROUND

On May 21, 2022, the BC Government acknowledged the historical wrongs perpetuated against Japanese Canadians in BC during the 1940s and made a pledge to support a community-built \$100 million legacy initiatives package recommended by the National Association of Japanese Canadians BC Redress Project and administered by the Japanese Canadian Legacies Society. This has resulted in \$28 million for a Japanese Canadian Survivors Health and Wellness Fund (JCSHWF) – for individual health support grants for survivors – managed by the Japanese Canadian Survivors Health and Wellness Fund Society (JCSHWFS).

ROLE SUMMARY

The JCSHWF is building an outreach team comprised of at least ten Outreach Workers reporting to the Outreach Team Leader. The outreach team will be responsible for front line assistance to survivors and data entry in the application process of health and wellness grants. Reporting to the Outreach Team Leader, the Administrative Assistant is the central hub for the outreach team by triaging all communications that come into the Fund. The Administrative Assistant is responsible for smooth and efficient operations by assisting the Outreach Team Leader with the distribution of communication and workload to the outreach workers. The position will be full-time, working mostly remotely. Flexible hours may be worked and the position may demand adapting to the needs of the outreach team.

RESPONSIBILITIES

The Administrative Assistant is responsible for smooth and efficient operations by ensuring the outreach team has regular, timely and ongoing internal communication. They will monitor all emails, mail, and phone messages and triage to the appropriate outreach worker.

DUTIES

The specific duties of the Administrative Assistant may include:

1. managing all incoming phone inquiries to the main JSCHWF office number, a 1-800 number. This will be done by answering, responding, triaging, forwarding and documenting calls
2. managing all incoming email inquiries to the main JSCHWF email, contact us inquiries, and @help email account. This will be done by responding, triaging, forwarding and documenting emails
3. picking up the mail from Nikkei Place and managing all the inquiries. This will be done by responding, triaging, forwarding and documenting all mail
4. arranging meetings, inviting attendees, preparing and distributing agendas and other meeting documentation for the outreach team
5. attending meetings as required, taking detailed minutes and documenting decisions, motions and action items for the outreach team
6. maintaining and organizing accurate records of decisions, motions and actions items on SharePoint such that it is easily accessible by the outreach team
7. assisting the Outreach Team Leader with other administrative tasks, as required, to assist the functioning of the outreach team

QUALIFICATIONS AND SKILLS

1. Graduation from high school required
2. Post secondary education in a relevant field or equivalent job experience
3. Two years of recent work experience as an administrative assistant with preference given to those with non-profit experience
4. Interpersonal communication skills including active, compassionate listening
5. Excellent written communications skills
6. Strong organizational skills, attention to detail, ability to handle multiple tasks, and prioritizes effectively and professionally
7. Proficiency in Microsoft 365 (Word, Excel, Outlook, PowerPoint and SharePoint), Zoom and/or Microsoft Teams
8. Experience with or a working knowledge of Salesforce software desirable
9. Ability to work in a team environment where the team is located in different provinces/time zones
10. Experience with or an interest in working with the Japanese Canadian community
11. Self-motivated and able to work with minimal supervision
12. Ability to work non-traditional hours, including evenings and weekends
13. Japanese language skills desirable

Applicant will be required to take sensitivity and trauma-informed training.

Applicant will be required to complete a criminal record check for work with a vulnerable population.

COMPENSATION

Full-time based on a 40-hour work week. Up to \$52,500 per year.

Please email resume and a short cover letter to hr@jcwellness.org with the subject line “[First Name Last Name] Administrative Assistant Application”.

The JCSHWF will accept applications until 9AM PST on Friday, October 13, 2023 or until a suitable candidate has been recruited. Only short-listed candidates will be contacted.