



**NCCT**  
NATIVE CANADIAN CENTRE OF TORONTO

## JOB DESCRIPTION

**I Position:** Office & Rentals Administrator (Full time 1 Year Contract)

**II Supervisor:** Operations Manager

**III Supervises:** n/a

**IV Duties and Responsibilities:**

The Office & Rentals Administrator promotes a favorable image of the Centre in the Indigenous and non-Indigenous community, government and private sector and performs a wide range of duties including the following:

### *Office administration*

- Use computer word processing, spreadsheet, and database software to prepare reports, memos, and documents
- Prepare and send outgoing mail, and courier parcels using Canadapost.ca online system.
- Code and file material according to the established procedures
- Back-up and save electronic files using proper procedures.
- Provide administrative support to management and other staff as requested.

### *Membership*

- Actively promote memberships and be available to answer inquiries from members.
- Process all memberships and ensure database is accurately updated.
- Prepare envelopes and mail out newsletters to membership.
- Be available for the annual AGM to run the registration table.

### *Rentals*

- Responding to and answering inquiries on facility rentals in a timely manner including special requests.
- Actively promote rentals at the NCCT and assist with the creation and implementation of a rentals promotion strategy.
- Create and update fillable pdf rental and catering forms that adhere to NCCT branding guidelines.
- Use Quickbooks software to prepare itemized invoices and quotes for rental clients.
- Lead tours of the facilities with potential rental clients.
- Organize the set up and tear down of any room configuration and equipment

rentals that are requested. Some heavy lifting required.

- Greeting customers when they arrive and ensure they have everything they need during their event.
- Setting out catering when it arrives from vendor to the client's satisfaction and ensuring the order is correct.
- Ensure catering vendors are paid promptly.
- Gather customer satisfaction surveys from past clients.
- Assist with financial reports as required.
- Reconcile rental invoices monthly.

#### *Reception Coverage*

- Answer general phone inquiries using a professional and courteous manner
- Direct phone inquiries to the appropriate staff members
- Reply to general information requests with the accurate information
- Greet clients/suppliers/visitors to the organization in a professional and friendly manner
- Be familiar with and follow all Front Desk Staff Procedures

## **V Qualifications**

- Knowledge of Indigenous culture and traditions
- Proficiency in Microsoft Office
- Knowledge of Databases
- Excellent Customer Service Skills
- Possess excellent verbal and written communication skills
- Proven ability to work with a group as well as independently
- Ability to prioritize multiple tasks

All resumes **must be received by Friday April 14<sup>th</sup> at 4:00pm.**

Please email or forward resume and 3 references to: **Bonnie Matthews, Operations Manager** [Bonnie.Matthews@ncct.on.ca](mailto:Bonnie.Matthews@ncct.on.ca) \* 16 Spadina Road \* Toronto, Ontario\* M5R2S7 \*  
416.964.9087

Native Canadian Centre of Toronto encourages applications from all qualified candidates. Native Canadian Centre of Toronto will accommodate those candidates who request accommodation. Contact [bonnie.matthews@ncct.on.ca](mailto:bonnie.matthews@ncct.on.ca) or 416.964-9087 X343 if you need accommodation at any stage of the recruitment process or want more information on our accommodation policies.

*We thank all applicants; however only those selected for an interview will be notified.*