



LOWER SIMILKAMEEN  
COMMUNITY SERVICES SOCIETY  
715 7<sup>th</sup> Street  
Keremeos, BC V0X 1N3  
250 499 2352  
www.LSCSS.com

*Connect ~ Flourish ~ Thrive*

## **Job Description: Executive and Administrative Support**

**Benchmark:** Administrative Support 4 (80104) **Classification Grid:** 25

**Reports to:** Executive Director

**Also Supports:** Manager of Operations

**Bargaining Unit:** UFCW Local 1518

### **JOB SUMMARY**

The Executive & Administrative Support Lead provides comprehensive clerical, records management, communication, data entry, and executive-level administrative support to ensure smooth operations across LSCSS programs, governance bodies, and leadership functions. This role blends a strong administrative foundation with higher-level responsibilities, including secretarial duties, screening and prioritizing incoming materials, managing schedules, arranging meetings, composing correspondence, monitoring expenditures, maintaining registers, and supporting policy and workflow development.

The position covers a wide range of administrative functions such as document preparation, meeting coordination, digital filing, data entry, internal communications support, and general office flow. It also includes support of executive and board operations, maintaining organizational records in compliance with FOIPPA, and assistance with HR and staff-related coordination.

This position additionally provides administrative oversight for LSCSS's commercial office rental program, including occupancy tracking, office tenant relations, and building oversight (distinct from housing coordination roles).

The role requires strong organizational skills, exceptional attention to detail, advanced proficiency with Microsoft Office 365 and SharePoint, and the ability to manage multiple tasks with minimal supervision. All duties must be performed in alignment with LSCSS policies, FOIPPA and confidentiality standards, and values grounded in cultural safety, inclusion, and respect for the communities we serve.

### **JOB DUTIES**

#### **1. EXECUTIVE & GOVERNANCE SUPPORT**

- Assist with managing the Executive Director's calendar, correspondence, and scheduling logistics, including triaging incoming email and prioritizing materials.
- Support ED workflow optimization through time-use observation and time-blocking strategies.
- Gather updates from staff to support executive decision-making and maintain organizational priority tracking.
- Draft, proofread, and format executive correspondence, briefings, presentations, and reports.
- Prepare agendas (content provided), meeting packages, and minutes for the Board of Directors (BoD) and Board Development Committee (BDC).
- Schedule and coordinate all board/committee meetings; track governance deadlines, follow-ups, and action items.

---

*The Lower Similkameen Community Services Society acknowledges our presence on and service to the communities of the ancestral, traditional and unceded land of the Sm̓əłq̓m̓ix People. We recognize, honour, and respect the tm̓x̓w̓úlaʔx̓w̓ (land) upon which we live, learn, and do our work.*

- Support onboarding of new directors, including orientation coordination and preparation of materials.

## **2. CLERICAL & ADMINISTRATIVE SUPPORT**

- Draft, format, and prepare memos, letters, newsletters, internal announcements, forms, and templates.
- Maintain internal mailing lists, staff directories, and program contact lists.
- Provide reception assistance as required and triage general inquiries.
- Maintain organization-wide directories, mailing lists, and program listings.
- Support general office flow, including maintaining supplies, managing shared spaces, and assisting with administrative troubleshooting.
- Liaise with community partners, service providers, and interest holders and partners to support coordinated communication and administrative processes.

## **3. RECORDS MANAGEMENT (DIGITAL & PHYSICAL)**

- Perform scanning, indexing, and digital filing for contracts, financial documents, HR files, and operational records.
- Maintain FOIPPA-compliant records, ensuring accuracy, confidentiality, appropriate retention, and disposal.
- Conduct regular audits of filing systems and update retention schedules as needed. • Maintain registers, logs, trackers, and administrative records in alignment with Administrative Support 4 benchmark expectations.
- Prepare files and documentation for audits, accreditation activities, and funder reviews.

## **4. DATA ENTRY & ADMINISTRATIVE TRACKING**

- Enter data for personnel records, program tracking, surveys, training logs, and administrative datasets.
- Maintain and update spreadsheets, tracking logs, and administrative databases.
- Ensure accuracy, completeness, and consistency in all data entry.

## **5. HR & STAFFING ADMINISTRATION**

- Digitally file confidential HR documentation; maintain tracking spreadsheets for expiries, certifications, and mandatory training.
- Draft job postings (with provided content) and schedule interviews.
- Prepare onboarding packages, coordinate orientation meetings, and support digital access setup for new staff.
- Track and facilitate staff recognition for birthdays, anniversaries, milestones.

## **6. PAYROLL & FINANCIAL ADMINISTRATION SUPPORT**

- Assist with coding and verification of invoices, receipts, expense claims, and supply purchases.
- Monitor expenditures and reconcile invoices in tracking systems.
- Identify discrepancies or missing documentation and follow up to resolve issues.
- Support payroll preparation steps including timesheet collection, attendance verification, and pre-payroll organization.
- Maintain confidential payroll-related filing systems.

**7. SCHEDULING & COORDINATION**

- Schedule interviews, trainings, meetings, workshops, and events; maintain accurate attendee lists.
- Arrange room bookings, food orders, meeting set-up, and technology requirements.
- Complete post-meeting action items including collecting signatures, finalizing minutes, saving documents, and distributing materials.

**8. EVENT & MEETING COORDINATION**

- Organize staff meetings, internal planning days, retreats, appreciation events, and team-building activities.
- Coordinate logistics including catering, room setup, materials preparation, and post-event follow-up.
- Ensure agendas, minutes, and action items are prepared, distributed, and accurately filed.

**9. COMMUNICATIONS & DIGITAL ENGAGEMENT**

- Prepare and schedule social media content based on provided messaging.
- Assist with newsletters, announcements, and internal communications.
- Perform basic website updates.
- Maintain consistent formatting, branding, and document quality across the organization.
- Manage donor listings and recognition under guidance of Manager of Finance

**10. FEEDBACK, COMPLAINTS & QUALITY IMPROVEMENT**

- Serve as central intake for complaints, feedback, or concerns from staff, clients, and external interest holders and partners.
- Provide timely, courteous preliminary responses and escalate issues appropriately.
- Maintain logs of complaints/feedback and assist with ongoing quality improvement reporting and tool updates.

**11. PROCUREMENT & OPERATIONAL SUPPORT**

- Order supplies, materials, equipment, and food; receive and reconcile deliveries.
- Liaise with vendors and contractors regarding service and supply needs.
- Maintain key sign-in/sign-out tracking systems for facility access.
- Complete occasional local pick-ups or deliveries within Keremeos, Cawston, and Olalla.

**12. COMMERCIAL OFFICE RENTAL ADMINISTRATION**

- Coordinate occupancy management for LSCSS commercial rental spaces.
- Maintain rental agreements, insurance documentation, key access lists, renewal dates, and occupancy tracking.
- Manage office tenant relations including responding to concerns, issuing communications, and facilitating resolutions.
- Provide administrative building oversight by reporting maintenance needs, tracking work orders, and ensuring office rental spaces are clean, safe, and functional.
- Maintain digital and physical documentation related to commercial rental administration.

**QUALIFICATIONS**

- Grade 12 plus an administrative or business administration certificate/diploma, or an equivalent combination of experience and education.

- Minimum two (2) years of administrative experience in community, non-profit, health, or social service settings.
- Experience supporting executive-level staff or board governance is an asset.
- Experience with clerical duties, digital filing, data entry, records management, scheduling, and basic financial administration.
- Familiarity with FOIPPA and records retention requirements.

**SKILLS & ABILITIES**

- Ability to manage sensitive information with discretion and maintain confidentiality.
- Advanced proficiency with Microsoft 365 (Outlook, Word, Excel, SharePoint, Teams, Planner, Forms).
- Strong clerical accuracy, organizational skills, and attention to detail.
- Strong written and verbal communication skills.
- Ability to prioritize multiple tasks and work independently with minimal supervision.
- Skilled in developing and maintaining filing systems, conducting file searches, and ensuring information accuracy.
- Ability to screen and prioritize incoming materials and manage schedules.
- Strong interpersonal skills and ability to work collaboratively with staff, volunteers, board members, tenants, and community partners.
- Ability to identify workflow inefficiencies and recommend improvements.
- Cultural humility and trauma-informed approach to communication and service.
- Physical ability to carry out duties such as lifting office supplies or setting up meeting rooms.

**ORGANIZATIONAL & CULTURAL EXPECTATIONS**

- Commitment to LSCSS values of respect, inclusion, reconciliation, cultural safety, and community service.
- Conduct work in a manner that respects the ancestral, traditional, and unceded territory of the Sm̓əlq̓m̓ix People.
- Adherence to all LSCSS policies, procedures, FOIPPA standards, and confidentiality requirements.
- Professional, respectful, and inclusive interactions with staff, tenants, clients, volunteers, and external partners.
- Participation in ongoing training related to cultural safety, administrative best practices, and organizational procedures.

**ADDITIONAL REQUIREMENTS**

- Valid BC Class 5 driver's license and access to a reliable vehicle (if duties require local travel).
- Criminal Record Check clearance.
- FOIPPA training (or willingness to complete upon hire).

**WORKING CONDITIONS**

- Based at the LSCSS Administration Office in Keremeos.
- Occasional evening availability required for board or special meetings.
- Occasional attendance at program or community events.
- 15–18.75 hours per week (0.4–0.5 FTE).

**EQUITY STATEMENT**

LSCSS is committed to equity, diversity, and inclusion and welcomes applications from Indigenous peoples, racialized individuals, people with disabilities, and all equity-deserving groups.