



## The Ontario College of Family Physicians Job Description

**Job Title:** Administrative Assistant – Contract (up to six months)  
**Accountable to:** Manager, Governance and Office

The Ontario College of Family Physicians (OCFP) is the voice of family medicine representing more than 10,500 family physicians providing patient care across communities throughout Ontario. Our mandate is to support members by providing evidence-based education and professional development, by promoting and recognizing leadership excellence in family medicine, and by advocating for the role family physicians play in delivering the highest quality care to patients and families across Ontario. The OCFP is the Ontario Chapter of the College of Family Physicians of Canada (CFPC).

### Job Purpose

Reporting to the Manager, Governance and Office, the Administrative Assistant is responsible for providing administrative support, including planning, co-ordinating and implementing administrative and operational support activities to support the Executive Office.

### Duties and Responsibilities

- Manages the calendar and schedule of the CEO including booking appointments, determining appointments/meeting requests and priorities, scheduling meetings, travel arrangements.
- Ensures the CEO is informed and prepared for all scheduled appointments, including organizing files and relevant materials for meetings and presentations.
- Provides administrative support to the Manager, Governance and Office with additional support as requested to the Leadership Team.
- Organizes and logistically supports internal/external meetings involving multiple participants, including meeting set-up and support, boardroom equipment support, and catering arrangements for OCFP-hosted events.
- Reviews and evaluates all incoming mail and enquiries received by the CEO, recognizing priority and contentious issues.
- Directs requests for specific information to appropriate program or operational area and liaises with directors, managers and/or program staff to ensure responses; drafts basic correspondence on behalf of the CEO.
- Establishes and maintains a computer-based tracking system for all correspondence actioned or received by the CEO, establishing due dates and initiating follow-up action with staff as necessary. Establishes and maintains a “bring-forward” system and alerts the CEO regarding due dates or upcoming events
- Maintains various paper and electronic filing systems, including confidential, politically sensitive or contentious issues, in accordance with privacy legislation and in a manner that ensures the highest level of security and confidentiality.
- Manages the OCFP corporate meeting rooms schedule.
- Manages OCFP administrative email and assists with email triage of the President’s email.
- Greet guests/members in person or via telephone; answering or directing inquiries.
- Managing supplies, delivering mail, and other clerical tasks for the team.
- Provides back-up to the Manager, Governance and Operations and assists team members during peak work load situations.
- Contributes as a team member to meet the OCFP priorities and performance standards.

## **Qualifications and Personal Attributes**

### **1. Education / Experience:**

- Post-secondary education/training in a recognized administrative assistant program and/or business administration or a combination of education and work experience.
- One to three years of experience.
- Experience in the healthcare sector an asset.

### **2. Knowledge and Understanding:**

- Knowledge and thorough understanding of the role and functions of administrative support. Working within an executive office setting is an asset.
- Knowledge of office administration, including effective workflows and priority setting.
- Knowledge of computerized systems and applications.

### **3. Skills, Abilities and Qualities**

- Demonstrated experience providing mid-level support.
- Experience working in the not-for-profit sector.
- Results oriented and ability to anticipate and respond to needs with mature judgement.
- Excellent interpersonal skills and ability to work both independently and as part of a team with a commitment to collaboration and joint-accountability.
- Energetic; takes initiative
- Strong written and verbal communications skills.
- Highly developed organizational and time management skills; able to manage conflicting priorities
- Flexible with ability to work effectively with little or no supervision, minimal direction and frequent interruptions.
- Skilled communicator and collaborator with internal colleagues and external stakeholders and superior customer service.
- Problem solving and critical thinking skills, including ability to anticipate obstacles and develop an appropriate course of action.
- Proficient in Microsoft Office Suite.

**All qualified applicants are encouraged to submit their cover letter and resume to [ocfphr@cfpc.ca](mailto:ocfphr@cfpc.ca) by 4:00 pm on April 20, 2017. The cover letter must include up to 10 bullet points describing how your background aligns with the requirements of this position.**