



**Title:** 2021 Busy Season Office Assistant

**Opening Date:** November 30, 2020

**Closing Date:** December 10, 2020

**Work Schedule:** Full Time, Temporary

### **Summary**

We are looking for a seasonal Office Assistant to manage our front desk during Tax Season and to perform a variety of administrative and clerical tasks.

As an Office Assistant, you will offer administrative support across the organization. This includes welcoming clients and greeting people who visit the business, coordinating front-desk activities, distributing correspondence and redirecting phone calls. To be successful as an Office Assistant, you should have a pleasant personality, as this is also a customer service role. You should be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role may require working in shifts, so flexibility is a plus.

### **Responsibilities**

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Update calendars and schedule meetings
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

### **Skills**

- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- High school degree; additional certification in Office Management is a plus

- Willingness to learn new skills is a plus

**Job Types: Full-time, Temporary**

**Pay: Up to \$13.00 per hour**

**COVID-19 considerations:**

We utilize a drive through window for clients to pick up and drop off their tax documents while social distancing. We are currently limiting the amount of in person appointments allowed in the office.