



## **EXTERNAL JOB OPPORTUNITY**

**Administrative Support – Onsite (Contract until Dec 31<sup>st</sup>, 2025)**

**Salary: \$21 Per Hour**

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### **ABOUT YELLOW BRICK HOUSE:**

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, and transitional housing support.

### **PROFILE:**

Reporting to the Resource Development Manager, the Administrative Support will be responsible for providing a wide range of administrative and office support to ensure the efficient operation of Yellow Brick House during the Holiday season. This role will support daily office functions, reception, donation processing, and database management while also assisting with volunteer program administration.

### **RESPONSIBILITIES:**

**The major responsibilities of this position include, but are not limited to:**

- Assist Fund Development team with receiving donations (monetary and in-kind) and collecting donor information during the busy holiday season.
- Monitor the voicemail inbox and supporter email, following up on in-kind donor requests and other inquiries.
- Operation of the reception area including greeting visitors and ensuring sign-in protocols are followed, monitoring the waiting area, answering incoming calls and questions, transferring calls to appropriate staff.
- Office and kitchen duties.
- Support in data entry and database management on Donor Perfect for miscellaneous items (Donations, Volunteer hours, etc.)
- Daily review of the Admin Schedule to ensure warehouse and other administrative coverage.
- Supports internal staff on receiving incoming donations, taking donation inquiries and office functionality.
- Supports the Administrative team as required.
- Other duties as assigned.

### **Documentation:**

- Maintain accurate donor records and volunteer records daily in Donor Perfect.
- Tracking of incoming donations, sign off on received donations and adding scheduled donations into the warehouse calendar.

### **Engagement**

- Communicate fully and openly with the Supervisor, keeping them fully informed of administrative information.
- Active positive participation in regular team meetings.
- Always maintain a positive approach and a professional manner.

**HEALTH AND SAFETY RESPONSIBILITIES:**

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28.
- Ensure all safety and non-safety rules and regulations are followed.
- Ensure adherence to established safety, quality, and housekeeping standards.
- Attends Environmental Health and Safety training.
- Adhere to Yellow Brick House health and safety, environmental, and quality standards, policies, and procedures.
- Report any known hazard, defect, incident or compliance issue to the employer or supervisor.
- Understand Bill 132 & Bill 168 and uphold the policies that prohibit domestic violence, workplace violence and harassment in the Workplace.

**PERFORMANCE MEASURES:**

- Meet all Department goals and objectives.
- Meet all timelines as established on assigned projects and daily administration.

**QUALIFICATIONS & SKILLS:**

- High School Diploma or equivalent.
- 1-2 years of demonstrated office administration experience.
- This position is an in-office position.
- Must be able to work flexible hours including days, and occasional weekends and evenings to help at events.
- English language as well as other languages used by client population (i.e., Spanish, Arabic, Cantonese, Mandarin, Farsi etc.) is considered an asset.
- Valid Driver's License and confirmation of \$1M liability insurance with access to vehicle.
- Working knowledge of application of Anti-Oppressive and Feminist frameworks
- Capable of working in a multidisciplinary environment with a variety of community professionals.

**CORE COMPETENCIES:**

- Communication
- Problem Solving
- Interpersonal
- Organized
- Attention to Detail

**WORKING CONDITIONS:**

- Works in a comfortable environment either inside or outside in typically pleasant conditions. Typical conditions are such that some risk of any injury or harmful effect is possible.
- There is regularly a need to meet after or before normal business hours.
- Must be able to sit/stand for extended periods of time.

Yellow Brick House would like to thank all applicants for their interests; however, only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview, or selection processes, please contact the Human Resources Department for assistance.

Please submit your resume to [jobs@yellowbrickhouse.org](mailto:jobs@yellowbrickhouse.org)