

**Administrative Assistant – Integrated Services program**  
**Full Time Position - 40 hours per week**  
**Competitive salary and benefits package**

Under the supervision of the Settlement and Integration Manager, the Administrative Assistant is responsible for providing administrative and data entry support to the Settlement and Integration, Employment Skills and Cross Cultural Parenting Programs. This position is also responsible for overseeing the 3<sup>rd</sup> floor reception at CIWA including handling walk-in queries and greeting and assisting clients.

**DUTIES AND RESPONSIBILITIES**

- Provide administrative support for Integrated Services program
- Maintain and enter accurate client records
- Assist with the preparation of program reports
- Prepare memos, letters, and other documents
- Welcome and greet CIWA clients, visitors, and partners to the 3<sup>rd</sup> floor in an appropriate and welcoming manner
- Maintain the appearance of the 3<sup>rd</sup> floor reception area and adjacent meeting spaces
- Attend meetings as required
- Perform general office duties
- Ensure client data entry is complete in the CMS and iCARE databases
- Maintain program database and generate reports
- Attend and participate in CIWA events
- Other duties as assigned by the Department Manager

**STANDARDS OF PERFORMANCE**

- Ensure that professional approach is aligned with CIWA values
- Maintain a positive working relationship with all staff and volunteers of CIWA
- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Demonstrate a high level of administrative and IT capacity

**QUALIFICATIONS**

- 3+ years experience in a front office or administration position is required. Non-profit experience would be an asset.
- Post-secondary education - Business Administration is an asset
- Excellent written and oral communication and organizational skills
- Excellent ability to deal with people of different cultural backgrounds in various situations
- Excellent time management skills and high attention to detail
- Advanced computer skills including Microsoft Office suite and Internet
- Ability to work independently and within a team
- Second language is an asset

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive please forward your cover letter and resume to:

**Human Resources**

Calgary Immigrant Women's Association  
Suite 200, 138 - 4<sup>th</sup> Avenue SE  
Calgary, AB T2G 4Z6  
Fax 403.264.3914  
Email [careers@ciwa-online.com](mailto:careers@ciwa-online.com)

*The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.*