

Position: Summer Administrative Assistant
Organization: the p.i.n.e. project
Location: 1139 College Street, Toronto, ON



Status: 3 month fixed-term, June – August 2019
Hours: 37.5 hours/week
Compensation: \$14.00/hour
Reports to: Operations Manager

About the p.i.n.e. project:

The p.i.n.e. project (p.i.n.e.) fosters confidence, competence, resilience and connection to nature through transformative outdoor experiences for people of all ages in Toronto and beyond. Our work inspires a vital re-connection between people and nature, community and oneself. We work primarily with children and families in the urban context, delivering innovative year-round outdoor programming. Our programs include weekly programming for children during the school year, overnight camps in South Central Ontario, as well as highly sought-after day camps in Toronto. We also offer family experiences and educator training programs for professionals. Please visit our website for more information at pineproject.org.

Position Summary:

Reporting to the Operations Manager (OM), and working closely with the Office Administrator (OA) and Summer Camp Managers, the Summer Administrative Assistant provides vital support to our office during our most exciting and fast-paced time of the year.

Working from our busy Toronto office, the Summer Administrative Assistant works independently and as part of a team to support the delivery of our summer camps. Areas of support include program registration and customer relations, administrative support to programs, human resources, and other day-to-day office functions.

This position is supported by external funding – please see funding related requirements below.

Key position responsibilities:

- Fosters p.i.n.e.'s external relationships with past, current, and new participants/registrants by communicating about p.i.n.e.'s summer camp programs, registration processes and policies
- Helps to manage phone calls and emails in a manner that reflects p.i.n.e.'s commitment to strong relationship-building and excellent customer service
- Processes customer summer camp registrations and other related transactions
- Sends email reminders and calls participants to follow-up on missing camp information
- Helps to execute summer camp preparation, such as preparing and printing rosters, organizing supplemental information, assembling program binders and bins, prepping additional program materials (e.g., postcards, bandanas, etc.)
- Enters data and maintains the registration database for summer camp purposes
- Helps the OA manage inquiries, registrations and other tasks for Community Outdoor School programs as needed
- Maintains and updates summer filing systems

- Contributes to improvements in systems and processes that support summer camp delivery
- Contributes to culture creation for field staff and volunteers (e.g., actively participating in meetings, bringing p.i.n.e.'s mission/vision to daily tasks, etc.)
- Fulfills all requirements of external funding agreements, such as completing evaluation reports
- Provides other administrative support as needed
- Acts in a manner consistent with p.i.n.e.'s mission, goals, and values
- Demonstrates competent communication, facilitation, organization and delegation skills

Qualifications and Requirements:

- Applicants must meet the requirements for external funding by:
 - being between 15 and 30 years of age at the start of the employment;
 - being enrolled as a full-time student in the previous academic year and intending to return to school after the placement has been completed;
 - being a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment;
 - having a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.
- Demonstrated customer service and conflict resolution skills. Enjoys helping others.
- Excellent interpersonal and oral communication skills
- Superior written skills and experience producing effective communication materials
- Highly organized and detail-oriented, with the ability to multitask
- Ability to alternate working collaboratively and autonomously
- High level of computer proficiency, including the Microsoft Office Suite
- A G-class driver's license is an asset
- Identify with the mission, vision and values of the p.i.n.e. project

Application Procedure:

Please submit a resume and cover letter as a single PDF to [work\(at\)pineproject\(dot\)org](mailto:work(at)pineproject(dot)org).

Email Subject Line: "Summer Admin Assistant: FirstName LastName"

PDF Filename: "FirstName_LastName_SummerAdminAssistant"

Hiring is on a rolling basis until the position is filled. Please apply as soon as possible.

While we thank all applicants for their interest, only successful candidates will be contacted for an interview. No phone calls please.

The p.i.n.e. project is committed to developing a resilient, inclusive and vibrant work environment through a barrier-free selection process. We recognize people from diverse professional, cultural and educational backgrounds. Applicants who do not meet all of the stated skills, but feel they would make a positive contribution to the community are encouraged to apply and address these differences in their cover letter. If contacted for a job opportunity, please advise us of any accommodation measures required to enable you to be assessed in a fair and equitable manner. Information received will be addressed in confidence.