

Administrative Assistant

Location: Hybrid (Remote / Greater Toronto Area - GTA)

Employment Type: 30 hours/week at \$18.50/hour

Contract Duration: 8 weeks, starting July 6th, 2026

Job Description:

We are looking for a highly organized, compassionate, and detail-oriented Administrator to join our team at SMILE Canada Support Services, a non-profit organization that supports racialized children and youth with disabilities and their families. The Administrator will play a key role in supporting the day-to-day operations of our organization, ensuring smooth and efficient service delivery for individuals with disabilities. You will collaborate with staff, clients, families, and external partners to provide high-quality administrative support while upholding the values of accessibility, inclusivity, and culturally safe care.

Eligibility Requirements:

Eligible candidates must be

- between 15 and 30 years of age (inclusive) at the start of employment;
- Canadian citizens, permanent residents, or persons to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*; and
- have a valid Social Insurance Number at the start of employment and be legally entitled to work according to the relevant provincial or territorial legislation and regulations.

International students are not eligible. Only candidates that meet all eligibility requirements will be considered for these positions.

Deadline to apply is May 9th, 2025.

Key Responsibilities (include but are not limited to):

- Organize and streamline the Service Navigation team's Google Drive for improved accessibility and efficiency
- Review and categorize all Child and Youth program documents and folders by client name and document type
- Identify and remove outdated, duplicated, or unnecessary files and data
- Consolidate spreadsheets and folders to reduce redundancy and improve file navigation
- Support the development and implementation of improved administrative and case management systems
- Ensure consistent naming conventions and file structure across all folders and documents
- Collaborate with Service Navigation staff to understand current gaps and recommend system improvements

- Support the Service Navigation team with processing invoices received from service providers, in line with SMILE's accounting and payment procedures
- Monitor and review voicemails received from parents, caregivers, and service providers, and assign messages to the appropriate Service Navigator
- Coordinate meetings and appointments for team members.
- Prepare and distribute internal communications, such as memos, newsletters, and reports.
- Process invoices, reimbursements, and other financial transactions in a timely manner.
- Serve as a central point of contact for team members, addressing inquiries and providing assistance as needed.
- Oversee office supplies and equipment, ensuring adequate inventory and functionality.
- Participate in training and professional development activities to enhance skills and knowledge.
- Undertake projects or assignments as directed by management.
- Perform other administrative tasks as assigned to support the smooth operation of the organization.

Skills:

- Strong organizational and time-management skills.
- Excellent written and verbal communication skills.
- Ability to manage multiple tasks and prioritize effectively.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), G Suite and other office management software.
- Knowledge of confidentiality and privacy regulations.