

POSITION: ADMINISTRATIVE ASSISTANT

Reports to:

CAPDM President & CEO.

Primary purpose of position:

To provide secretarial-administrative support to CAPDM staff in the performance of their duties.

Essential functions of position:

1. Office Administrative Role
 - Manage the day-to-day office procedures - mail, courier, filing, faxing, photocopying, and maintaining office & kitchen supplies, office equipment & leases (Canon copier, Pitney Bowes postage updates), storage requirements, server & property issues and front office reception.
 - Procuring of office supplies
 - Provide administrative support in the delivery of communication materials such as Government Guidebook, Profile, Membership packages, E-bulletins etc.
 - Maintain the cleanliness and order of the office including storage room, kitchen, reception and board room.
 - Prepare in-house Board/Committee/Advisory/External stakeholders' meetings or Webinars, including ordering of meals and refreshments when required.
 - Take meeting minutes and/or transcribe minutes of meetings as required
 - Coordinate board book binders and manage updates on OneCloud for board access
 - Assist in credit card processing when required (currently Global Payment processing)
 - Manage software licensing such as Meltwater news service, firewall protection (Fortinet), device protection (Trend Micro)
 - Manage telecom services (office phone, cell phone packages)
 - Bank depositing as required
2. Database Administration Role
 - Acts as Database Administrator, responsible for updating and maintaining the accuracy of company membership, Board & advisory groups, external stakeholders, media, and government lists in Zoho (CRM platform) and CAPDM database.
 - Generate adhoc reports for mass mailing such as Member official contacts.
 - Manage association admin page on social media (LinkedIn)
 - Manage CAPDM website (public and members only sections) in collaboration with communication consultant
3. Events Coordination Role
 - Provide administrative support in the planning of CAPDM conferences, education seminars, golf event and the Annual General Meeting procedures, with the supervision of the Manager. This includes events registration, events registration confirmation, mailing lists, name badges, shipping requirements, tabulating & completing evaluation forms etc.
 - Coordinate webinars and team meetings through software tools such as GoToMeeting, GoToWebinar, Zoom

Essential knowledge and skills for the position:

- Windows
- Microsoft Office package – Word, Excel, PowerPoint, Outlook
- Knowledge of CRM software solutions (Customer Relationship Management)
- Knowledge of CMS databases (Content Management Systems)

Required Interpersonal Skills:

- Ability to take initiative, direction and anticipate future tasks is strongly required.
- Ability to prioritize workload and work without constant supervision.
- Willingness to work as part of a team in completing projects, programs and tasks.