



Freedom From Violence.

Job Posting

PAYMENTS/PROJECT ADMINISTRATOR

1-year full-time contract

Barbra Schlifer Commemorative Clinic offers legal services and representation, trauma-informed counselling and multilingual interpretation to diverse women (self identified), non-binary, intersex, and Two-Spirit people who have experienced violence. We cultivate skills and resilience by fostering safety, dignity and equality and we amplify voices to create individual and collective change. Together with our donors and volunteers, we are active in changing the conditions that create environments of violence and oppression.

We are seeking a Payments/Project Administrator for the Clinic's Interpreter Services Department, for a full-time, 1-year contract position. This position will provide administrative support to the Interpreter Services Department and our social purpose enterprise, Interpreter Services Toronto.

DUTIES AND RESPONSIBILITIES

All duties and responsibilities will be carried out in accordance with Barbra Schlifer Clinic's Mandate, Mission and Values Statements.

COORDINATION

- Coordinate a variety of activities related to events, meetings, and training such as booking venues, arranging catering and attendance
- Maintain schedules and calendars and coordinate activities for professional development programs for over the phone Language Interpreters, as applicable to current projects
- Liaise with interpreters, partner agencies, and other key personnel to communicate information and coordinate schedules
- Coordinate activities related to recruitment for projects including accepting applications and arranging interviews
- Respond to customer and client feedback and complaints about services

ADMINISTRATION

- Draft manuals and processes that ensure smooth operations of various projects
- Provide administrative support for other staff in a variety of ways including gathering information, formatting reports and preparing refreshments
- Set up and maintain a variety of electronic and hard copy files
- Open, organize, digitize and close files
- Transmit accounts payable information to the administrator
- Set up, format and assist in writing of a variety of documents such as funding submissions, reports, client support letters and regular correspondence
- Prepare a variety of documents such as reports, assessments, applications, and planning notes

ACCOUNTS PAYABLE

- Match language interpreter invoices to detailed call summaries and assignments to submit for processing
- Review monthly detailed call summaries to invoice partner agencies
- Maintain expense files, which includes reconciling receipts to statements
- Review monthly call details and prepare invoices for Language Interpreters.
- Liaise with Accounts Payable Administrator to ensure all accounts are paid on time, file invoices and assist in completing expense reports
- Export data from BroadConnect to Excel, review and keep records of monthly statistics
- Respond to enquiries regarding payments, conducts investigations and processes adjustments
- Populate spreadsheets to track information and perform set calculations

RECRUITMENT

- Assist in the recruitment of Language Interpreters for OPI interpreters
- Relay comments and concerns to the IS Director or IS Manager

TECHNOLOGY & DATABASE MAINTENANCE

- Troubleshoot issues with over-the-phone interpretation (OPI) portals (such as call centre portals, remote phone agent portals, and online database systems)
- Set up new customers and language interpreters to OPI portal
- Liaise with Broadconnect and Partner Agency to set up call centre configurations such as new users, new languages, and changes to schedules
- Gather weekly and monthly detailed reports from OPI portal
- Train new language interpreters, customers, and service users on how to use portals
- Monitor portals and databases to reduce errors in performance and ensure smooth operations

MARKETING & SALES

- Assist and support the IS Director or IS Manager with presentations to existing and potential customer
- Assist in preparation of all marketing materials, presentations and attends procurement events
- Liaise with the Digital Marketing team on a monthly basis
- Receive and respond to queries about IST services and projects
- Liaise and support IST marketing coordinators and consultants
- Liaise with consultants on performance monitoring to reduce errors, optimize operations and business strategies

AGENCY AND TEAM SUPPORT

- Work collaboratively with and support the diversity of women within the context of a diverse agency

OTHER

- Act as back up to other IS Department staff as required
- Comply with Clinic and funder policies and procedures
- Perform other tasks as assigned by management

KEY RELATIONSHIPS

- The Payments/Project Administrator is a member of the Clinic's Interpreter Services and Operations Department and will work collaboratively with other staff, as appropriate.
- The Payments/Project Administrator will report to and be supervised by the Director of Interpreter Services and Operations and the Department's Manager.

MINIMUM QUALIFICATIONS

- Knowledge of the social services / VAW sector
- Advanced administrative skills and office administration, acquired through community college, university or experience
- Proven ability to write executive level correspondence, reports, briefing notes and other written material
- Expert level knowledge of current computer applications such as Microsoft Office, Desktop Publishing, Database software, email, and internet in a windows environment
- Knowledge of call center/phone system applications and Staff Point is an asset
- Demonstrated financial management skills
- Ability to maintain a high level of confidentiality and professionalism
- Ability to work under pressure, respond to changing priorities and function as a highly efficient assistant
- Exceptionally strong organizational skills
- Must possess a positive and friendly manner
- Excellent interpersonal and oral communications skills
- Must demonstrate strong initiative and must be goal-oriented
- Commitment to working cooperatively in an inclusive, woman-positive, multi-disciplinary environment
- Excellent interpersonal, organizational, time-management and problem-solving skills; written and oral communication skills

CORE COMPETENCIES

- Commitment to working collaboratively with and supporting women of diversity within the context of a diverse agency
- Engagement in a self-reflective, ethical and collaborative practice that is non-judgmental and empathic and reflects the vision and mission statements of the Clinic
- Incorporation of principles of diversity and equity in responding to the service needs of women
- Commitment to working toward removing systemic barriers to women's independence and wellbeing
- Excellent interpersonal, organizational, time-management and problem-solving skills, written and oral communication skills
- Ability to work and support others in the context of a diverse environment
- Ability to work independently and as part of a team in a multi-disciplinary environment
- Be a self-starter, creative and highly motivated
- Share ideas and differences in the spirit of collaboration and cooperation
- Commitment to ongoing personal and professional development

SALARY: Salary range for this position is \$43,354 - \$45,115 annually and it includes a comprehensive benefits package offered through a group plan as part of our United Way membership following a successful probationary period

DEADLINE FOR RESUMES: May 31, 2021 - posting will remain active until a suitable candidate is engaged

APPLICATION: Submit your cover letter and resume as ONE attachment to: hr@schliferclinic.com with the subject line of Payments/Project Administrator. In your cover letter, please indicate where you found our job posting.

Barbra Schlifer Commemorative Clinic is an equal opportunity employer that welcomes candidates from equity-seeking groups and is committed to providing accommodations for people with disabilities. Please let us know if you require accommodation due to a disability during any aspect of the recruitment process, and we will work with you to address your needs.

We thank all candidates for their interest. However, only those applicants selected for an interview will be contacted. NO PHONE CALLS PLEASE