



STUDENT PLACEMENT POSITION DESCRIPTION

Position Title: Office Administration Student Placement	Locations: 1660 Tech Avenue, Mississauga 60 Gillingham Dr., Brampton 245 Queen Street, Brampton
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<p><u>Responsibilities and Duties:</u> <i>(but not limited to)</i></p> <ul style="list-style-type: none"> ▪ Provide general customer service over the phone and in person ▪ Handle routine queries (phone or in person), and route communications to appropriate individuals ▪ Assist staff with clerical duties such as filing, data entry, photocopying, faxing, incoming and outgoing mail, etc. ▪ Provide administrative support to committees and staff as required ▪ Perform clerical duties including typing memos, minutes, letters, reports etc. ▪ Assist in ad hoc projects when requested by other departments ▪ Promote the organization in a positive manner ▪ Ensure the maintenance of a clean reception area and a professional business-like appearance ▪ Complete learning contract in conjunction with the placement supervisor. Attend agency and related committee staff meetings. ▪ Interact with the program participants and clients in a professional and polite manner. ▪ Become familiar with the agency's programs, services, practices and staff. ▪ Complete all tasks and responsibilities within assigned timelines. ▪ Notify the supervisor of absences and/or lateness. ▪ Adhere to the vision, mission, vision, and guiding values of the organization. ▪ Maintain confidentiality of clients, staff and peers. ▪ Represent Indus in a professional manner at all times. ▪ Arrive on time and be committed to the agency and the agreed upon hours. ▪ Assist with all other duties as assigned.
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<p><u>Qualifications and Skills:</u></p> <ul style="list-style-type: none"> ▪ Currently enrolled in an office administration program ▪ Convey a friendly, professional attitude with visitors in person or by telephone ▪ Exceptional reception etiquette including a warm, professional telephone manner ▪ Strong office administration and clerical skills; detail-oriented, organized, and able to multi-task ▪ Excellent customer service, communication and interpersonal skills particularly listening and verbal skills ▪ Demonstrate an awareness of the organization and its programs/services and community needs. ▪ Self-directed, able to multi-task and maintain composure under difficult situations ▪ Ability to handle sensitive and confidential information appropriately and with discretion ▪ Demonstrate a willingness to learn and the ability to take direction from staff at all levels, work under supervision (independently and as a team member) and relate to supervisor and other staff ▪ Strong computer skills with proficiency in Microsoft Office applications ▪ Demonstrate professional work behaviour including time management, responsibility for assigned tasks, attention to work details, in addition to solid interpersonal and organizational skills. ▪ Must demonstrate initiative, a positive attitude and an ability to work in a team setting. ▪ Clear and accurate verbal and written English communication skills. An understanding of one or more South Asian languages is a definite asset. ▪ Ability to take direction from staff at all levels. ▪ Indus' mandatory COVID-19 vaccination policy that requires all employees be fully vaccinated by a Health Canada approved COVID-19 vaccine has been temporarily suspended. Currently new employees will not have to show evidence of vaccination. Indus reserves the right to reactivate this policy at its own discretion based on Public Health recommendations. Individuals with valid medical or other human rights-based exemptions will continue to be considered for appropriate accommodation within the policy and in accordance with the Ontario Human Rights Code.
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Approved By: Gurpreet S. Malhotra, CEO	Date Approved: June 4 th , 2024
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Student Placement		
Name:	Signature:	Date: DD/MM/YYYY / /

Note: This description is intended as a guide to reflect the principal functions of the role. However, it is not an all-inclusive listing of the required functions. Further, the description is subject to change at the discretion of management.