

The Manitoba College of Social Workers invites applications for:

ADMINISTRATIVE SUPPORT

The Administrative Support position provides essential administrative support to the Manitoba College of Social Workers (MCSW), contributing to the effective operation of both the Professional and Regulatory Practice Departments and the general administrative functions. This role encompasses file management, reception services, clerical tasks, and coordination across various departments.

The ideal candidate will possess strong organizational skills, time management, and a professional manner, with the ability to manage confidential information and handle sensitive issues. A solid understanding of office systems, record keeping, and MCSW's organizational structure is critical. Knowledge of Social Work terminology is beneficial, along with familiarity of relevant policies, Acts, and governance procedures.

This role demands proficiency in Microsoft Office Suite, Adobe Pro, and database management, as well as effective communication skills to interact with members of the public, allied organizations, and the Social Work community.

Key Responsibilities

Administrative Support & File Management:

- Maintain and organize departmental files, ensuring accuracy, relevance, and accessibility of documents.
- Prepare file summaries, reports, and other necessary documents for departmental review. Compile statistical data for analysis and reporting purposes.
- Enter, track, and retrieve data from database system, ensuring accurate and timely updates.

Planning & Organizing:

- Maintain office and departmental calendars, organize meetings, and track important timelines.
- Assist in organizing MCSW events, including the Annual Meeting, webinars, workshops, and educational sessions.
- Arrange travel and accommodations as required for staff or events.
- Sort, distribute, and process incoming and outgoing mail/deliveries. Prepare and ship mail packages as needed.

Membership Interaction & Communications:

- Greet visitors and respond to inquiries from the public, members, and other stakeholders. Provide information on the College's processes and services.
- Assist in preparing and distributing communications and required documents to members.
- Answer phone calls and manage general email inboxes, ensuring messages are accurately directed to the appropriate departments.

- Communicate with and provide consultation to members regarding questions or concerns related to applications, memberships, renewals, continuing competence requirements, and membership benefits.
- Provide technical support and assistance to members and the public accessing MCSW's online platforms.
- Document interactions with members and general public.

Clerical & Office Support:

- Perform general administrative tasks including filing, photocopying, scanning, transcribing, and faxing documents.
- Assist in the formatting and delivery of letters, reports, and other correspondence.
- Take meeting minutes and assist with accurate record-keeping for committees and departments.

Departmental Support:

- Assist with the tracking of registration and complaints processes.
- Ensure accuracy and organization of files and exhibits.
- Process and review category change requests, and handle issues related to reimbursements or invoices as necessary.
- Track the registration, exam approvals, continuing competence, and appeals processes for all departments.
- Review the accuracy and completeness of submissions to MCSW (applications, complaints forms, etc.) and follow-up as required.

Resource Management:

- Monitor office supplies and keep inventory of promotional items and inform the Manager of Administrative Services when restocking is needed. Ensure the reception and common areas are tidy and well-stocked.

Team Collaboration:

- Collaborate with staff across departments to support organizational goals and meet deadlines.
- Provide coverage for other administrative roles during absences or as required.

Committee & Meeting Support:

- Support the work of the committees by scheduling meeting space and catering, uploading documents to the online library, recording, and distributing meeting minutes and related documents.
- Attend meetings to complete meeting minutes and/or provide administrative support when required.

Qualifications

Required Experience:

- 3-5 years of administrative or reception experience, with a strong understanding of office systems.
- Experience with case file management, database entry, and general office duties.
- Certificate or diploma in office administration or an equivalent combination of education/experience may be considered
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Adobe Pro, and database management systems.
- Excellent written and verbal communication skills in English; French language proficiency is an asset.
- Ability to maintain strict confidentiality and manage sensitive information.
- Strong organizational and time-management skills, with the ability to prioritize tasks, multi-task, balance competing demands, and meet deadlines.
- Strong critical thinking and problem-solving skills
- Strong interpersonal skills, including a respectful and professional manner in dealing with the public, members, and colleagues
- Ability to work in a high-pressure environment, which may include interaction with individuals who may be experiencing emotional distress especially when interacting with emotionally distressed individuals.

What we Offer

- A key role on a small, cohesive team in a flexible working environment
- Competitive salary
- Comprehensive benefits package
- RRSP program
- Opportunities for continuous learning and professional development

The Manitoba College of Social Workers is committed to employment equity in its policies, practices, programs and work environment. Reasonable accommodations shall be available for those candidates who may request adaptations in respect of the assessment or selection process.

Qualified individuals who would contribute to the further diversification of the organization are encouraged to apply.

Applicants are invited to submit cover letter and resume to

MANITOBA COLLEGE OF SOCIAL WORKERS

101 – 2033 Portage Avenue, Winnipeg, MB R3J 0K6

Phone: **(204) 888-9477**

Fax: **(204) 831-6359**

Email: info@mcsww.ca

Applications will be received until position is filled.