

## **ADMINISTRATIVE ASSISTANT**

Job Title: Administrative Assistant  
Reports to: Director of Shared Services

Reporting directly to the Director of Shared Services, the Administrative Assistant has significant responsibilities in the areas of Member satisfaction, as well as office and administrative support. This incumbent will act as the first point of contact for Members, employees, and other stakeholders of the CSIA, creating a welcoming and positive environment.

### **PRIMARY RESPONSABILITIES:**

- Greet visitors at the National Office and answer all incoming calls and emails. This person is the main point of contact for the CSIA.
- Handle general inquiries to support Members and Snow Schools, including collection of payment information, portal login information, maintain accurate database information, insurance information and general problem solving.
- Distribute mail daily to the appropriate departments, including some shipping and receiving of packages.
- Assist with processing and data entry of Membership transaction requests, including payment processing, refunds, etc., as needed.
- Assist with Course result posting.
- Assist with yearend and new season Membership opening process.
- Ensure accuracy of database and Member files, including the communication of changes to Partner Associations, when required.
- Transcribe Board meeting minutes and assist with preparation of meeting documents and presentations (in both English and French).
- Archive various governance documentation, including meeting minutes and policies, contracts and other important documents. Ensure that files and documentation are maintained thoroughly and accurately.
- Assist with insurance renewal, claims and inquiries.
- Assist with logistical preparation for various meetings, including taking care of travel bookings, meeting accommodation, etc.
- Assist with preparation and modification of various contracts, policies and other HR/administrative documents.
- Assist with review of processes to ensure the highest degree of operating efficiency.
- Complete any other duties that may be required from time to time.

### **CORE COMPETENCIES**

- Interpersonal and communication skills

- Membership and stakeholders focus and quality of service
- Decision Making and Initiative
- Conflict management

#### **JOB SPECIFIC COMPETENCIES**

- Personal effectiveness
- Job and technical Knowledge
- Analysis/reasoning

#### **SKILLS REQUIRED**

- Excellent customer service skills, demonstrating professionalism, patience and a positive attitude.
- Competent in Microsoft applications (Word, Excel, PowerPoint and Outlook).
- Attention to detail and ability to multi-task.
- Ability to work under pressure, in a fast-paced environment and adapt to changing priorities.
- Bilingualism (French and English) is a requirement for the position.

**Please note that this is a position based out of the CSIA National Office in Montreal, Quebec. It is open to all Members and to the public.**