

RED DEER DREAM CENTRE SOCIETY

Red Deer Dream Centre Society
4614 50 Ave, Red Deer, AB T4N 3Z8
Tel: 403-986-0050 www.rddc.ca

RED DEER DREAM CENTRE SOCIETY PHILOSOPHY

The Red Deer Dream Centre Society is a faith-based recovery organization working to change the lives of those men suffering from addictions. Our holistic process of transformation helps individuals to escape the cycle of addiction so that individuals can lead healthier lives. We believe in a multi-phased process of recovery, one that will enable our clients to ultimately become productive and contributing members of society.

OUR VISION AND MISSION

VISION: Every male has the opportunity to recover and live a life free from his addictions to alcohol and/or drugs.

MISSION: To provide recovery programs based on Christian values that allows our organization to support men physically, mentally, emotionally, and relationally so that they can achieve a life of freedom from addiction.

POSITION SUMMARY – Office Assistant (Full-time 37.5 hours/week)

REPORTS TO: Director of Operations

This position is responsible for setting a welcoming presence for all visitors to the Centre, either by phone or in person. They will ensure all inquiries and interactions with the Centre are handled effectively and efficiently, bringing order and flow to daily operations. This frontline person will reflect the values and heart of the Red Deer Dream Centre to the public, while administratively providing structure to RDDC volunteers and the DC Brew coffee enterprise.

ROLES & RESPONSIBILITIES

Responsibilities include, but are not limited to:

- Answering phones: forwarding calls to appropriate staff, taking messages, providing callers with general information about the Centre.
- Assisting individuals who want to donate, volunteer, purchase DC Brew Coffee, or apply to enter the program.
- Oversee DC Brew Coffee: includes ordering packaging supplies and coffee beans; tracking inventory count and ensuring inventory levels are adequate; arrange and supervise clients while grinding beans and packaging. Arrange for coffee sales on Commencement nights. Report on sales to bookkeeper and the Director of Operations.
- Reconcile end of the day cash.
- Bank deposits
- Manage and report Square payments
- Coordinate and manage the volunteer process: recruit, interview, schedule volunteers and maintain volunteer files, ensuring they comply with RDDC policy. Work with various departments to determine volunteer needs

- Assist Administration with organizing events (Director of Operations and Director of Client Care and Programming initiated events: such as staff meetings/fun days, volunteer appreciations, client commencements, etc.)
- Facility bookings
- Various document creations through Microsoft Office, such as the volunteer handbook.
- Create, edit and publish RDDC monthly newsletter
- Record utility stats, create reports, and perform research for the Director of Operations
- Assist Director of Operations with troubleshooting technical issues, and book facility repairs.(Ei:printer, computers, elevator)
- Keep an inventory of custodian supplies on hand and re-order as needed.
- Scheduling appointments for the clients and coordinating rides for those appointments

The scope of employment may include:

- Sitting at a desk for multiple consecutive hours
- Lifting filing boxes that weigh approximately 20 lbs.
- Working with potential aggressive behavior from the public and/or clients
- Being subject to potential difficult client situations that involve the impact of trauma, addictions, suicidal ideations, and/or death of clients.

SUCCESS CRITERIA

The Office Assistant is measured on the continual improvement of customer service, and administrative support.

Success criteria include:

- Positive volunteer engagement and experiences.
- Continuous administrative support
- Maintaining an effective coffee management system

EXPERIENCE AND EDUCATION REQUIRED:

- 2-3 years related experience
- Excellent verbal and written communication skills including collaboration and team skills.
- Experience leading and managing volunteers is an asset.
- Proven organizational and problem-solving skills.
- Solid working knowledge of Microsoft Office (X, W, PP)

SKILLS REQUIRED:

- Self-starter with excellent organizational skills, including strong problem-solving, and the ability to manage priorities and workflow.
- Good interpersonal and communication skills.
- Professional manner and a willingness to help where needed for the greater good of the organization.
- Strong work ethic, ability to be productive in an ever-changing environment.
- Ability to work with minimal supervision, take initiative and be self-motivated.
- Acute attention to detail and a commitment to excellence and high standards
- Excellent working knowledge of all Microsoft Office Programs

Please submit a cover letter and resume to Bobbi at bobbi.kroeger@rddc.ca

