

Administration Programs & Services Team Lead One (1) Full Time Position Available

As the Administration Programs & Services Team Lead, you will be responsible for providing administrative support to Employment and Training Coaches (ETCs) and Program Team Leads to enhance the delivery of Programs and Services. Other duties include supervising administrative staff, supporting daily operations, ensuring accuracy in client files and contracts, and assisting with activities outlined by the Operations Manager.

The Administration Programs & Services Team Lead shall possess the following skills: critical thinking skills, planning & organizing as well as resource and fiscal management skills. In addition to these skills, you must possess the following qualifications:

Qualifications:

- Diploma/Degree in Office Administration or related discipline with office administration & data entry experience
- Minimum of three (3) to five (5) years' experience in administration & Leadership

If you have a strong desire to enhance programs and services, tell us who you are by submitting the following:

1. Cover letter stating how you meet the demands of this position
2. Up to Date Resume highlighting your qualifications, and
3. Three (3) work related references (letters not required)

Please submit a covering letter and resume that demonstrates how you meet the requirements, GRETI cannot make assumptions about your education and experience. We thank all those who apply.

GRETI offers a competitive wage, group benefits and pension for full time employees, three (3) weeks' vacation to start, along with other non-required benefits

Applications must be submitted to: Human Resources, P.O. Box 69, 16 Sunrise Court, Ohsweken, Ontario N0A 1M0

Applications may also be faxed and emailed to (Fax) (519) 445-4777 or kristen@gretisn.org until 4:00 PM on May 9, 2025.

GRETI is committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you are contacted by GRETI regarding a job opportunity, please advise if you have any restrictions that need to be accommodated. All information received in relation to accommodation will be kept confidential. Based on the need to provide professional services, only those applicants meeting the minimum qualifications will be contacted for an interview.



Job Title: Administration Programs & Services Team Lead
Location: Grand River Employment and Training (GREAT)
Reports To: GREAT Operations Manager

A. PURPOSE:

The Administration Programs & Services Team Lead is responsible for providing administrative support to Employment and Training Coaches (ETC's) and Program Team Leads in order to enhance the efficiency of Programs and Services delivery. The Administration Programs & Services Team Lead works with the GREAT Operations Manager providing supervision, guidance & direction to other Administrative & Client Services Team staff, ensuring procedures and operations are followed with respect to client files, employer and training contracts, data entry and other administrative duties.

B. CORE COMPETENCIES:

- ✚ Accountability
- ✚ Planning & Organizing
- ✚ Resources & Fiscal Management
- ✚ Critical Thinking
- ✚ Creative & Analytical Thinking
- ✚ Results Oriented
- ✚ Mediation & Negotiation
- ✚ Problem Solving

C. QUALIFICATIONS:

The Administration Programs & Services Team Lead shall possess a Diploma/Degree in Office Administration or related discipline with office administration & data entry experience with a minimum of three (3) to five (5) years' experience in administration & leadership.

Knowledge

- ✚ Clear understanding of daily operational requirements as it relates to quality customer service standards
- ✚ Understanding of group dynamics
- ✚ Knowledge of computers & various software programs
- ✚ Experience in leadership & staff coaching

Skills

- ✚ Self-directed & able to work with limited supervision
- ✚ Ability to motivate team members to achieve high levels of performance
- ✚ Excellent interpersonal, written & oral communication skills
- ✚ Strong strategic planning & service analysis skills
- ✚ Ability to make decisions & resolve conflicts

FOR A COMPLETE COPY OF THE JOB DESCRIPTION, PLEASE CONTACT HUMAN RESOURCES at kristen@gretisn.org, please allow 24 hours for a return e-mail or call (519) 445-2222 ext. 3113.