



Family and Children's  
Services Niagara

Les Services à la famille  
et à l'enfance de Niagara

## Job Posting

### BUSINESS ADMINISTRATOR II

**Employer:** Family and Children's Services Niagara

**Reporting To:** Manager of Business Administration

**Location:** Welland, Ontario

**Type:** Regular-Full Time

**Benefits:** 4 weeks vacation, Health and Dental Benefits, OMERS Pension

#### WHO WE ARE

Family and Children's Services has been making a positive difference in the lives of children, youth, and families in Niagara for more than a century. As a multiservice agency providing child welfare services, fostering and adoption, counselling, and childcare, the team at FACS Niagara works to keep children safe and families strong.

#### POSITION SUMMARY

The Business Administrator II is responsible for providing administrative support to teams of Child Protection Workers, Legal Services, and the Family Counselling Centre to enhance the efficient and effective functioning of assigned teams/departments. The incumbent assists with orientation of new staff to the team and acts as a liaison regarding administrative matters.

#### KEY RESPONSIBILITIES

##### Administrative Support

- Provides administrative support to assigned teams/departments including processing of mail, filing and electronic file systems, word processing, spreadsheet development, PowerPoint presentations, data entry, minute taking and distribution, booking of taxis etc.
- Responds to telephone calls, email, or other messages, directs messages, and provides information and/or assistance and directs or refers as appropriate and with urgency, if required.
- Assists with preparation, completion, input, maintenance, tracking and/or review of correspondence, data, records, verification documents, court documents, payments, MTO record checks, criminal record checks, etc.
- Assists in preparation for reviews, audits, or other similar processes such as Serious Occurrence Annual Roll-up, Reports to Region and Ministry, Child Care Licensing, Crown Ward Reviews and Foster Care Licensing.
- Photocopies, collates, packages, expedites, and processes documents and files.
- Prepares, compiles, and maintains department forms, policy and procedure manuals, information packages, etc.
- Prepares and processes all department paperwork accurately and in a timely fashion.

- Orders supplies for department and ensures supplies are maintained at an adequate level.

### **Organization of Meetings/Scheduling**

- Coordinates a variety of meetings, appointments and training including inviting participants, scheduling times and dates and all logistics including booking board and conference rooms, arranging room set-up, audio-visual equipment and meals and refreshments.
- Prepares for meetings by composing and distributing agendas and materials.
- Coordinates travel and transportation arrangements as required.
- Maintains schedules and the department calendar including vacations and coverage schedules.

### **Data Maintenance**

- Creates and maintains electronic and manual filing and tracking systems.
- Retrieves information; keeps confidential and other records; maintains filing systems; scans documentation to electronic filing system.
- Enters information and maintains databases, processing reports as requested.
- Maintains current electronic addresses books, mailing lists and Lotus Notes sign out logs.

### **Team Building**

- Develops professional working relationships with team members.
- Actively participates and engages in team and staff meetings, training sessions and other meetings/sessions as required.
- Supports the team and works with team members to ensure department and/or agency needs are met.

### **Other Related Activities**

- Provides basic technical support to teams for basic usage of computers, software, and devices such as copiers, scanners, Xerox machines, printers and completes user-level maintenance of office equipment.
- Participates in planning events as required and directed by the Manager of Business Administration
- Ensures accurate management of petty cash where assigned.
- Knows and adheres to all applicable FACS policies, procedures, and relevant administrative practices.
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes.
- Participates in mandatory learning/education to maintain and update skills and knowledge as required.
- Assists in the training and orientation of peers.
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations

- Provides back-up to other Business Administrators as well as Customer Service Representatives as needed.
- Performs other duties as required

#### **EXPERIENCE AND EDUCATION**

- Post-secondary diploma in Business (Office Administration)
- One-year recent related experience
- A Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required.

#### **SKILLS AND ABILITIES**

- Solid demonstrated ability to use MS Office applications (e.g. Word, Excel, etc.) and word processing skills of 50 wpm
- Familiar with Laserfiche, Access, Lotusnotes, CaseWorks, and CPIN,
- Good written, oral communication and interpersonal skills providing constructive, meaningful, and timely interaction with all levels of staff.
- Excellent grammatical and spelling skills.
- Ability to complete tasks with attention to detail in the presence of frequent interruptions.
- Solid understanding and commitment to quality service and best practice.
- Highly detail oriented.
- Flexible, adaptable, and responsive to change.
- Ability to maintain confidentiality, acts with integrity and trustworthiness.
- Self-directed with an excellent ability to organize own workload, prioritize and multi-task.
- Ability to work with and meet tight timelines and demonstrate initiative.
- Ability to communicate in French or another language an asset.

**Please apply with your cover letter and resume by June 6, 2025, at 4:30pm, to [shawna.mcelroy@facsniaagara.on.ca](mailto:shawna.mcelroy@facsniaagara.on.ca).**

**We thank all applicants however only those considered for an interview will be contacted.**

***This job advertisement is to fill an existing vacancy in the Business Administration II Legal department.***

*Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.*