

Element Lifestyle Retirement

Administrative Assistant – OPAL by element

Position Summary:

Reporting to the Sales and Leasing Manager, the highly organized and professional Administrative Assistant is responsible for performing administrative functions on behalf of the OPAL by element Discovery Centre.

Responsibilities:

- Provides administrative support to Sales and Leasing Manager
- Maintains Centre operations, including ordering, organizing and maintaining office inventory and supplies, and addressing any technical issues as they arise by coordinating with the appropriate service providers
- Welcomes all guests, interacting and greeting them, in person, on the telephone and via email
- Screens and forwards appropriate inquiries from incoming calls or walk-ins while providing basic information as needed
- Maintains the professional look, feel and cleanliness of the office
- Develops, improves on and maintains a filing system
- Organizes and schedules meetings and appointments
- Supports Sales and Leasing Manager to organize and coordinate Discovery Centre events
- Maintains sales and leasing packages
- Administers sales contracts: copying, filing hard copies and digital copies of contracts and related agreements and referral agency fees on various platforms, maintaining contract files with any additional documentation, cheque copying and couriering
- Supports Sales and Leasing Manager with regards to deposit due dates, notification and collection
- Updates pre-sales listing and tracking deposits
- Maintains contact lists and follows up on leads as requested by Sales and Leasing Manager
- CRM - Customer database management – posting discovery notes and detailed follow-up tasks
- Administers rental reservations administration – tracking of status and agreements, sending reservation fees to corporate office
- Assists Sales and Leasing Manager in preparing and distributing reports for Sales and Leasing Team and VP of Marketing and Corporate Relations
- Supports Sales and Leasing Manager, and VP of Marketing and Corporate Relations, in coordination and administration of advertising campaigns and contracts
- Updates traffic analysis: busiest times, language breakdowns, where they learned about us, hot/warm/cold
- Provides exceptional customer service
- Liases with City Square administration office and head office

Customer Focus:

Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers' and own organization's needs.

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Key Actions

- **Seeks to understand and serve the customer** - Actively seeks information to understand customer circumstances, problems, expectations, and needs. Exudes and projects a customer service focus in everything that they do
- **Identifies customer service issues** - Identifies breakdowns in internal processes and systems that directly impact customer service and retention; expresses concerns to others
- **Assures customer satisfaction** - Makes sure that customer solutions, practices, and procedures are carried out and achieve their objectives

Continuous Improvement

Originating action to improve existing conditions, systems, structures and processes; identifying improvement opportunities, generating ideas, and implementing solutions.

Key Actions

- **Identifies opportunities** - Reviews processes to determine any gaps between current outputs and expected requirements.
- **Determines causes** - Identifies conditions that contribute to gaps or key variances; explores relationships between conditions and outcomes; distinguishes causes from symptoms and identifies primary causes.
- **Targets improvement ideas**—Generates ideas for solutions.
- **Liaise with** other parts of the organization to share, develop, and initiate industry best practices.

Change Management

Implements organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.

Key Actions

- **Identifies change opportunities** - Proactively recognizes the need for innovation or improvement and initiates efforts to explore alternative solutions.
- **Adopts change** - Takes action to improve organizational culture, processes, or products/services; establishes and encourages others to achieve a best practice approach; translates new ideas into concrete action plans.

Contributing to Team Success

Actively participating as a member of a team to move the team toward the completion of goals.

Key Actions

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- **Facilitates goal accomplishment** – Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
- **Involves others** – Listens to and fully involves others in team decisions and actions; values and uses individual differences and talents.
- **Informs others on team** – Shares important or relevant information with the team.
- **Models commitment** – Adheres to the team's expectations and guidelines; fulfills team responsibilities; demonstrates personal commitment to the team.

Compelling Communication:

Clearly and succinctly conveying information and ideas to individuals and groups; communicating in a focused and compelling way that captures and holds others' attention.

Key Actions

- **Delivers clear messages** - Conveys messages logically, simply, succinctly, and at the right pace; does not digress; is in command of the message.
- **Communicates with impact** - Captures and holds audience attention; uses engaging and compelling language and tone to stimulate others' thinking and actions; uses vivid analogies and illustrations to create mental images; uses visual aids when appropriate to enhance impact of the message.
- **Uses language appropriately** - Uses correct body language, demeanor, tone, grammar and punctuation; uses a format and terminology appropriate to the topic and audience.
- **Ensures understanding** - Checks audience understanding; presents messages in different ways to enhance their understanding.

Qualifications:

- Warm, compassionate, engaging demeanour with team and with families
- Excellence in Adobe and Microsoft Office software programs
- Exceptional data entry, formatting and typing skills
- Strong competency in operating with office management systems and procedures
- Strong competency in operating office equipment, like printers and fax machine
- Professionalism
- Team oriented and flexible
- Attention to detail, process and systems
- Problem solving skills
- Proactive
- Diligent
- Strong organizational and planning skills
- Strong verbal and written communication skills in English
- Customer service experience in a comparable setting

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- Customer focused
- Self-Development
- Collaborative and communicative team player
- Able to work on multiple tasks concurrently
- Flexibility with hours