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**Job Title:** Centre Administrator - Victoria  
**Division:** Victoria Centre/Administration  
**Organization:** Silver Threads Service  
**Date Prepared:** July 2021  
**Supervisor:** Executive Director

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**Position Summary:**

Silver Threads Service is a charitable, not-for-profit society that enhances social connections and well-being for seniors. We do this by providing programs and services that are accessible to all.

Programs are offered at our two centres, located in Victoria and Saanich, as well as outreach programs located around the Greater Victoria area.

Reporting to the Executive Director the Centre Administrator is responsible for the overall management of reception desk and front office at the Victoria Silver Threads Service and supports overall centre operations. The Administrator is responsible for providing excellent customer service to members and the general public, information and referral to phone and in person inquiries.

This position works collaboratively with the staff and volunteers and has an understanding of all programs and services offered by the organization and running in the building. Assists with room and program set ups and overall administration. Able to use business software programs including Publisher to produce marketing materials and newsletters. Promotes participation in centre programs.

**Key Responsibilities****Customer and Membership Service:**

- Phones – answers all incoming calls, takes messages and refers to staff as needed
- Understands and communicates information of all STS programs and services
- Welcomes all visitors and provides direction
- Understanding of community resources for seniors and is able to provide information and referrals on a variety of issues
- Coordinates one on one Support Appointments

## **Job Description**

## **SILVER THREADS SERVICE Centre Administrator - Victoria Centre**

- Fosters effective teamwork among STS staff, volunteers and all user groups
- Places reminder calls to participants as needed

### **Centre Operations**

- Oversees daily schedule and programs in the centre
- Supports Rentals and community groups in the centre
- Assists with room set up and take down
- Takes membership and registration, collects program fees
- Implement the policies of STS according to determined procedures
- Conducts centre tours and speaks knowledgably about STS
- Receives and sorts mail
- Guides, directs and schedules Front of House Volunteers and supports Program Volunteers

### **Administration**

- Supports the Executive Director in preparation of letters and reports
- Maintains membership records, participation numbers and other statistical information
- Manages rentals groups including securing contracts and certificates of insurance, billings and payments
- Manages Centre cash floats, cash registers, deposits, petty cash and financial data

### **Marketing/Association Administration**

- Oversees the membership data base program for the centre and provides support to staff as needed. Ensures accurate membership information is entered and is current
- Assists with Annual Direct Mail Campaign and produces letters, labels and lists from data base and prepares tax receipts
- Manages monthly milestone birthday mail out

### **Education and Experience**

- Minimum of two years' experience in the human service field
- Experience working for organizations that facilitate the well-being of older adults

**Knowledge, Skills and Abilities**

- Knowledge and understanding of seniors issues and needs, and the role and primary concerns of older adults in the local community
- Strong leadership skills that inspire and motivate others
- Provides excellent customer service and communication
- Ability to exercise tact and diplomacy
- Demonstrated ability to set goals, establish priorities, implement new ideas, and manage change
- Strong interpersonal skills including the ability to communicate effectively with members and other members of the public
- Able to use business software programs (i.e. Word, Excel, PowerPoint) and ability to easily learn new programs
- Must satisfactorily complete a Police Information Check
- Current First Aid and Food Safe an asset

**Working Conditions:**

Exciting, challenging and busy environment

Climate for initiative, creativity, and ability to work both independently and as a team member

Ability and willingness to work occasional evenings as required, through a flexible work schedule when organizational responsibilities and program require

Travel may be required in and around the Greater Victoria area using personal vehicle

Some lifting up to 25 lbs. may be required (eg: moving furniture, organizing supplies, etc.)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_