

We're hiring: Operations Administrator

Details:

Job title: Operations Administrator

Job type: Full-time Employee

Reports to: Director of Operations

Location: Ottawa, ON (remote work possible)

Salary: \$70,000-80,000 annually

Overview:

As our Operations Administrator, you'll play a key role in keeping our team organized and running efficiently. This role combines administrative, organizational, and operational tasks to support smooth day-to-day operations. If you're detail-oriented and ready to make an impact, we encourage you to apply!

Our expectations:

- Demonstrate commitment to Asign's values: Respect, Caring, Professionalism and Giving Back
- Demonstrate full compliance with Asign's standards and policies
- Complete assigned tasks, projects and paperwork accurately and on time.
- Maintain a flexible work schedule to meet client demands

What you'll do:

- Team and meeting coordination: Organize team meetings and drop-in sessions, including requesting interpreters, sending calendar invites, and creating agendas.
- Client and contract support: Handle client communications, coordinate standing offers, assist with service quotes, and update the sales team on new contracts.
- Scheduling and workforce management
- Data management and CRM support: Maintain our scheduling tool and assist with reporting and billing.
- Policy and documentation: Maintain and update policies and procedures
- Administrative support: Book travel for assignments and events, and provide other supports to the Operations Team
- Relationship building: Connect with employees, contractors, and clients, contribute to staff meetings and team-building events, and support engagement and recognition initiatives.

What you'll bring:

- Fluency in American Sign Language and strong written English skills
- A minimum of 5-years administrative support experience
- Fast and accurate data processing skills with the ability to multi-task
- The ability to work independently and on a team
- A strong work ethic and the ability to self-start and self-motivate
- The ability to stay calm under pressure and meet tight deadlines
- The ability to maintain confidentiality while working with sensitive information

- Strong organizational, time management and problem-solving skills
- Strong proficiency in MS Office (Outlook, PowerPoint, Word, Excel)
- Ability to learn quickly and adapt to new technology platforms

Asign recognizes that many of the greatest ideas and discoveries come from a diverse mix of minds, backgrounds, and experiences – beyond the technical requirements of a job. If you meet the minimum qualifications and your experience is close to what you see listed here, please still consider applying.

We are committed to cultivating an equitable and inclusive work environment that acknowledges diversity in the Deaf population that we serve, in our interpreting community and workforce. Diversity of experience and skills combined with passion is a key to innovation and excellence; therefore, we encourage people from all backgrounds to apply to our positions.

Please let us know if you require accommodations during the application process.

Applications, including cover letter (letters in ASL are welcomed) and resume, will be accepted until April 7th, 2025. Please apply via [this link](#), please do not apply via email.

Questions can be directed to Asign Human Resources at hr@assign.ca.

Additional information about Asign can be found on our website at assign.ca.