

## RED DEER DREAM CENTRE SOCIETY

Red Deer Dream Centre Society  
4614 50 Ave, Red Deer, AB T4N 3Z8  
Tel: 403 466 9100  
www.rddc.ca

### RED DEER DREAM CENTRE SOCIETY PHILOSOPHY

The Red Deer Dream Centre Society is a faith-based recovery organization working to change the lives of those men suffering from addictions. Our holistic process of transformation helps individuals to escape the cycle of addiction so that individuals can lead healthier lives. We believe in a multi-phased process of recovery, one that will enable our clients to ultimately become productive and contributing members of society.

### OUR VISION AND MISSION

VISION: Every male has the opportunity to recover and live a life free from his addictions to alcohol and/or drugs.

MISSION: To provide recovery programs based on Christian values that allows our organization to support men physically, mentally, emotionally, and relationally so that they can achieve a life of freedom from addiction.

### POSITION SUMMARY – Office Assistant

This position is responsible for setting a welcoming presence for all visitors to the Centre, either by phone or in person. They will ensure all inquiries and interactions with the Centre are handled effectively and efficiently, bringing order and flow to daily operations. This frontline person will reflect the values and heart of the Red Deer Dream Centre to the public, while administratively providing structure to RDDC volunteers and the DC Brew coffee enterprise.

### ROLES & RESPONSIBILITIES

Responsibilities include, but are not limited to:

- Answering phones: forwarding calls to appropriate staff, taking messages, providing callers with general information about the Centre.
- Assisting individuals who want to donate, volunteer, purchase DC Brew Coffee, or apply to enter the program by directing them to our website.
- Assist Administration by ensuring the tracking of inventory, sales & pick-up of DC Brew Coffee, and advising administration when supply is low and it's time to place an order with our suppliers.
- Facilitate coffee pick-ups.
- Reconcile end of the day cash.
- Work with various departments to determine volunteer needs Assist Administration by ensuring volunteer applications are organized and processed according to RDDC procedures.
- Ensure volunteers are scheduled to meet the different needs of the Centre.

- Recruit volunteers using various platforms.
- Assist Administration with organizing events (Director of Operations and Client Care & Program Manager initiated events: such as staff meetings/fun days, volunteer appreciations, client commencements)
- Book meetings in the facility

The scope of employment may include:

- Sitting at a desk for multiple consecutive hours
- Lifting filing boxes that weigh approximately 20 lbs.
- Working with potential aggressive behavior from the public and/or clients
- Being subject to potential difficult client situations that involve the impact of trauma, addictions, suicidal ideations, and/or death of clients.

#### SUCCESS CRITERIA

The Office Assistant is measured on the continual improvement of customer service, and administrative support. Success criteria include:

- Positive volunteer engagement and experiences.
- Continuous administrative support
- Maintaining an effective coffee management system

#### EXPERIENCE AND EDUCATION REQUIRED:

- 2-3 years related experience
- Post-secondary diploma in a related field is an asset.
- Excellent verbal and written communication skills including collaboration and team skills.
- Experience leading and managing volunteers is an asset.
- Proven organizational and problem-solving skills.
- Solid working knowledge of Microsoft Office (X, W, PP)

#### SKILLS REQUIRED:

- Self-starter with excellent organizational skills, including strong problem-solving, and the ability to manage priorities and workflow.
- Good interpersonal and communication skills.
- Professional manner and a willingness to help where needed for the greater good of the organization.
- Strong work ethic, ability to be productive in an ever-changing environment.
- Ability to work with minimal supervision, take initiative and be self-motivated.
- Acute attention to detail and a commitment to excellence and high standards
- Excellent working knowledge of all Microsoft Office Programs

Reporting to the Director of Operations.

This permanent full-time position will remain posted until the position is filled.

Please submit a cover letter and resume to [bobbi.kroeger@rddc.ca](mailto:bobbi.kroeger@rddc.ca)