

JOB POSTING
(INTERNAL/EXTERNAL)

POSTING NUMBER: 2025-075

POSITION: Programming and Office Coordinator

STARTING SALARY: \$ 47857.51 to \$ 55834.27

CLOSING DATE: Send your resume and covering letter, quoting position number **2025-075** to HRRecruitment@sghottawa.com no later than **4:00 p.m. on November 17, 2025**

Join us at Shepherds of Good Hope and add meaning to your work!

Shepherds of Good Hope (SGH) is one of the largest not-for-profit organizations dedicated to meeting the needs of individuals experiencing homelessness and vulnerably-housed individuals in the city of Ottawa. Many individuals who access our programs and services live with complex trauma, mental health challenges and substance use disorders.

A leader in supportive housing and harm-reduction, you'll be joining an organization that provides around-the-clock, comprehensive services to all genders in seven supportive housing, shelter and programming locations across the city. Shepherds of Good Hope is transforming lives.

YOU can be part of the transformation.

At Shepherds of Good Hope you will find an inclusive environment, with dynamic and innovative programs that offer fulfilling work with flexible schedules to meet your needs.

You'll find many opportunities to upgrade your skills and advance your career. When you grow, we grow.

Ready to join us? There is a place for you here!

SUMMARY

Reporting to Vice President, Programming and Communications, the Program and Office Administrator is responsible for the efficient and effective functioning and logistics of the Shepherds of Good Hope (SGH) head office located at 233 Murray Street. Creating an inviting and efficient workspace, this role will provide administrative support for programming teams across the city and oversee administrative functions to make the organization run smoothly, such as workforce scheduling, supplies inventory and on-site event/meeting coordination.

RESPONSIBILITIES

- Manage front desk operations, including answering the door, welcoming visitors as the first point of public contact in the organization.
- Answer phones and emails, responding to inquiries and re-directing calls and messages.
- Accept and distribute mail to appropriate programs and staff mailboxes.
- Manage office equipment and order of office supplies.
- Ensure orderliness at the front desk and throughout the office, including storage areas/supply closets, and coordinating with cleaning staff as necessary.

- Maintain organized digital and physical filing systems.
- Coordinate on-site meetings or programming events.
- Create and disseminating weekly schedule for Frontline staff across the organization.
- Oversee schedule process, including keeping/referring to organized records of seniority, changing availabilities, vacation approvals, leaves of absence, etc.
- Order, inventory and distribute program supplies, including maintaining orderliness of physical storage and keeping an accurate digital inventory system.
- Manage inventory of in-kind donations, solicit in-kind donation needs from Programming team and communicate this information to key stakeholders, such as our Foundation, to support procurement.
- Draft, edit, proofread and summarize documents.
- Provide administrative support to executive leadership, including email and scheduling support, meeting minutes, etc.
- Other related duties as assigned.

QUALIFICATIONS

- High school diploma or equivalent; post-secondary education preferred.
- 2-4 years experience as an administrative assistant, coordinator, or in a relevant administrative role
- Strong critical thinking, organizational and written and verbal communication skills.
- Strong interpersonal skills and customer service orientation.
- Ability to meet deadlines, as well as the ability to work on their own initiative, without ongoing supervision.
- Competencies in computer systems including Microsoft Office (Outlook, Word, Excel, PowerPoint).
- Must be legally entitled to work in Canada.
- Must be at least 18 years of age.
- Able to lift up to 25kg.
- Able to read text and communicate orally in English. Ability to communicate in French is an asset.

WORKING CONDITIONS

The regular working schedule is 8 hours from Monday to Friday, during normal business hours that are typically between 8am and 5pm. There is an expectation of flexibility in scheduling work around program needs that may occur from time to time. There is an expectation that the staff will manage their time accordingly and utilize flexible working hours where needed to make up for the times where exceptional hours may apply. This is an in-office position.

Shepherds of Good Hope is committed to being responsive to the diverse needs of our clients, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process and we will work with you to meet your needs.