

Flourish with Carya



Community Administrative Support

ABOUT THE ROLE

Location: Village Commons, 610 8 Ave SE, Calgary

Full Time Regular: 37.5 hours per week

Salary: \$43,200 - \$54,000

The **Community Administrative Support** role helps create a welcoming, organized, and responsive environment for participants, visitors, and community partners accessing Carya's space. As a visible first point of contact, this position helps people navigate the space, connect with programs, services, or staff, and provides essential administrative and operational support.

This community-facing role may interact with people experiencing a wide range of life circumstances, including homelessness or housing instability, and approaches each interaction with dignity, respect, patience, cultural humility, and professional boundaries.

Working collaboratively and independently, the role supports daily communications, arrivals, administrative processes, program activities, and site operations while using sound judgment to manage priorities and recognize when additional support is needed.

WHO YOU ARE

- You are warm, respectful, and enjoy helping others feel supported and welcome.
- You are organized, take initiative, and manage priorities with care and good judgment.
- You communicate clearly, handle confidential information with integrity, and work well with others.

WHAT YOU WILL DO

Reception & Participant Support

- Welcome participants and visitors and help connect them with the right programs, services, or staff.
- Respond to in-person, phone, and email inquiries in a professional and respectful manner.
- Support participant check-in, appointments, meetings, and daily reception needs.

Financial & Administrative Support

- Process payments, reconciliations, mail, and general administrative requests.
- Maintain accurate records, forms, files, and participant-facing materials.
- Provide administrative support to programs, departments, and agency initiatives.

Operational Support

- Prepare materials, supplies, equipment, and spaces for programs and events.
- Coordinate deliveries, shared resources, and office supplies.
- Support efficient administrative processes and day-to-day operations.

Facilities & Site Coordination

- Help keep reception and shared spaces welcoming, organized, and participant-ready.
- Support opening, closing, onboarding, and basic site coordination activities.
- Participate in health and safety, team, and agency initiatives as required.



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WHAT YOU BRING

- Minimum of 2 years' experience in an administrative or reception role, or equivalent transferable experience, including handling payments and basic financial reconciliation.
- Demonstrated customer service experience in a front-facing role, with the ability to create a welcoming and respectful environment for participants, visitors, and community partners.
- Proficiency in Microsoft 365, including SharePoint, Word, Teams, Outlook, and basic Excel skills.
- Experience working in a community services, nonprofit, or social impact setting is considered an asset.
- Post-secondary education in a relevant field is an asset.
- Strong organizational and time-management skills, with exceptional attention to detail.
- Ability to work independently, prioritize competing demands, exercise sound judgment, and seek support when needed in a fast-paced environment.
- Comfortable completing practical site-support duties, including room setup and cleanup, moving supplies and materials, and maintaining welcoming and organized shared spaces.
- Demonstrated professionalism and discretion when handling confidential information.
- Excellent written and verbal communication skills, with the ability to collaborate effectively in a multidisciplinary team environment.
- Commitment to delivering high-quality, participant-centered and responsive service.
- Knowledge of local community resources and familiarity with case management software are considered assets.

The successful candidate must provide a satisfactory Police Information Check (PIC).

- A PIC completed within the last 3 months will be accepted.
- A PIC completed more than 3 months ago will need to be renewed, even if it was completed within the last 3 years.

WHY JOIN TEAM CARYA

Be part of a community of over 100 passionate professionals who live our values of Respect, Kindness, Creativity, Collaboration, Belonging, and Wellness. Together, we make a difference in the lives of more than 40,000 Calgarians every year.

At Carya, we offer:

- **Exceptional work–life balance.** We empower our team to thrive by valuing rest and renewal. Enjoy ample time off, including three (3) weeks paid vacation pro-rated to start date, personal days, and office closure days, so you can bring your best self to work and beyond.
- **Comprehensive benefits.** We invest in your wellbeing and future. You have the opportunity to enrol in employer-paid extended health coverage, including an annual health spending account, after three (3) months, as well as co-pay dental and an RRSP matching program after six (6) months. This support helps employees stay healthy, focused, and confident.
- **Flexibility and support.** We prioritize the growth and development of our team. Our collaborative environment encourages learning, skill-building, and taking initiative, empowering you to make a meaningful impact every day.
- **A culture of belonging.** We value your unique strengths and perspectives. By celebrating diversity and fostering inclusion, we create a workplace where everyone can contribute fully and feel empowered to succeed.

CLOSING DATE

Until a suitable candidate is found.



800-1000 7 Avenue S.W., Calgary, AB, T2P 5L5
CaryaCalgary.ca

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HOW TO APPLY

Please apply through our online recruitment platform at www.caryacalgary.ca.

Create an account to upload your resume and cover letter (PDF preferred). Please note that applications submitted without a cover letter will not be considered. We appreciate all expressions of interest, however only candidates selected for an interview will be contacted.

Equal Employment Opportunities, Requesting an Accommodation, and Other Employment Statements

Carya is deeply committed to building a workplace where inclusion is not only valued but prioritized. We are proud to be an equal-opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neurodiversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Carya is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact People & Culture by email at HR@caryacalgary.ca in advance of your interview.

