



Front Desk Administrative Assistant

Reports to: Business/HR Administrator

This Front Desk Administrative Assistant position works closely with Grande Prairie Gymnastics Society (GPGS) members, athletes, coaches and program coordinators. This is a customer service representative position that provides exceptional customer service and administrative support to our friendly and energetic team of community members and staff. The Front Desk Administrative Assistant is an organized, dependable, and customer service-oriented individual who works to create a welcoming environment to all who walk into the facility.

We are looking to fill 3 positions, full time, weekend and casual.

Full time hours are Mon-Thurs 9am to 6:30pm.

Weekend Part time hours are Fri 9 -2:45, Sat 9-4:30pm and Sun 11am-4pm

Casual would be to support various days/times.

Grande Prairie Gymnastics Society is a non-profit organization dedicated to providing high quality programming while inspiring a foundation of excellence in our community.

Since it's inception in 1973, GPGS has grown from a set up take down program to our now 55,000 square foot Start of the Art home on Knowledge Campus in Grande Prairie, Alberta.

We strive to provide opportunities to meet the needs of all members of our community through the wide scope of programs offered in our facility. We offer recreational, developmental, and competitive programming in artistic gymnastics and cheerleading. We also offer urban gymnastics, parent and tot, drop in and licensed pre-school programming.

General Duties and Responsibilities

- Performs general administrative duties: Draft documents, manage correspondence, file electronic and paper documents, make photocopies, send faxes and emails, produces reports, scan and archiving of files, plus other general duties as assigned.
- Provide information to internal and external inquiries. Ability to be polite and friendly both on the phone and in person to support and assist members and the public with any questions they may have.
- Update and maintain contact lists and distribution lists.
- Answering telephone/transferring calls to appropriate parties and retrieve and share voicemails.
- Provide administrative support to management, program coordinators and coaches.
- Enroll athletes in programs, classes, private lessons and assessments as well as sell merchandise, products and subscriptions.
- Maintain and ordering office supplies. Purchase supplies for the facility when required. Receive ordered items and distribute/put away when received.
- Maintain accurate phone logs and contact lists.
- Complete, tracking and receive shipments.
- Cross-train for other positions as support and vacation coverage. Support and train other staff supporting the front desk administrative tasks.
- Assist with program material preparation, public and member registrations, and program set up in Uplifter.



- Maintain inventory lists and complete annual inventory.
- Research social media topics and assisting with social media content posting, as well as website maintenance and updates.
- Answer social media questions on Facebook and Instagram
- Support, sort and distribute Scholastic book orders.
- Ensure accident reports and associated paperwork are complete, recorded, reported, filed, scanned and saved electronically. Track all accident reports to completion and follow up with parents as required.
- Collect waivers, track and follow up if incomplete or not current to within 1 year.
- Maintain good relations with Alberta Gymnastics Federation. Ensure all insurance fees and paperwork with AGF are paid and completed on time.
- Manage A/R reports, reconcile credit card bills, ensure in-house terminal receipts are reconciled to appropriate invoice in Uplifter and process monthly payments.
- Represent Grande Prairie Gymnastics Society in a professional, kind and courteous manner at all times.
- Other duties as assigned.

Knowledge, Skills and Abilities

- 2+ years in administrative roles is considered an asset
- Able to work as part of a team
- Punctual, dependable and responsible
- Strong organization, prioritizing, time management and multi tasking skills
- Strong interpersonal communication skills
- Strong computer software skills (MS Office) including Outlook, Excel, Word, Windows, Canva, DocuSign
- Adaptable and willingness to help when needed
- Positive attitude
- Enjoys working with children
- Strong attention to detail and problem solving skills
- The ability to handle confidential matters
- Interacts with oral / written communication with staff and clients/customers presenting a polished, professional impression of the company
- Must be legally entitled to work in Canada
- Satisfactory Criminal Record Check with Vulnerable Sector search

Health and Safety:

- Current first aid and CPR certification would be considered an asset.
- Respect in Sport for Activity Leaders certification.
- Maintains building emergency procedures and binders with up to date, current and correct information.
- Activates emergency procedures as required.
- Detects, minimizes and reports any hazardous conditions, practices and behaviors in the workplace to the Business/HR Administrator.
- Complies with the health & safety policies.