



College of Licensed Practical
Nurses of Manitoba

Administrative Assistant (full-time permanent)

The College of Licensed Practical Nurses of Manitoba (CLPNM) regulates licensed practical nurses (LPNs), graduate practical nurses (GPNs), and student practical nurses (SPNs).

For more than 75 years, our job has been to ensure that the public receives safe, competent, and ethical care from practical nurses. We are the second largest health regulator in Manitoba and oversee almost 4000 LPNs, and over 400 SPNs and GPNs.

The CLPNM is seeking an individual to take on the role of Administrative Assistant.

If you are curious, enjoy a fast pace work environment, have patience and office and customer service experience, this might be the role for you!

Orientation, training, and ongoing professional development are provided.

OUR CULTURE AND ENVIRONMENT

The CLPNM has a culture of respect, collaboration, and inclusion. We endeavor to support our employees to continually succeed, learn, grow, and thrive.

The CLPNM uses a hybrid work model. All staff both telecommute and work physically in the office, located on St. Anne's Road in Winnipeg.

OVERVIEW

The Administrative Assistant reports to the Executive Director and Operations Manager but is expected to conduct their duties with minimal supervision. The position plays a vital role in organizing and facilitating the CLPNM's effective and efficient workflow by providing expert administrative assistance. The position coordinates and provides varied and at times, complex administrative support to all departments on an ad hoc basis. The Administrative Assistant works closely and collaboratively with the Operations Manager and the Registration Department on a regular basis.

The Administrative Assistant shares reception duties with others in the Administrative Services department. It is expected that the Administrative Assistant acquires the knowledge, skill, and judgment to manage the role of receptionist and works collaboratively with others in the Administrative Services department to ensure the workflow is effective, efficient and appropriately distributed.

Administrative work of the CLPNM may, at times, require Administrative Assistants to assist other departments. Teamwork and a general understanding of the vital operations and processes of all departments is expected, as is a willingness to assist with administrative duties of all CLPNM departments if and when directed by the Executive Director. Due to the complex

nature and fluctuating workload, it is expected that the Administrative Assistant will seek out appropriate internal human resources to problem solve and learn.

RESPONSIBILITIES

Registration Department

Under the guidance and direction of the Operations Manager:

- Provide administrative assistance, including:
 - Processing and applying payments and other data in the registration database
 - Assist in the maintenance of the registration database and various registration tracking spreadsheets
 - Process verification of registration requests
 - Record management, including digitally filing documents using the appropriate file naming conventions and ensuring that files are current and accessible to all applicable CLPNM staff
 - Answer routine inquiries from stakeholders by using problem solving and applying CLPNM policy and processes
 - Correspondence and communication

General Clerical Duties

- Correspondence & Communications:
 - Ensure only approved templates are used for correspondence
 - Advise if templates are not available or require revisions
 - Draft letters by adding contact information, greetings, and any standard paragraphs/content

Perform complex, and specialized office support work, which requires the exercise of independent judgment, the application of technical skills, and a detailed knowledge of the activities and procedures specific to a department and/or program.

- Basic clerical duties which may include (not limited to):
 - Manage phone calls, mail/emails, faxes, and in-person visitors
 - Organize and maintain records
 - Assist with reception duties
 - Open, date stamp and distribute mail to appropriate departments
 - Monitor and tend to reception voicemails and general CLPNM email inquiries
 - In conjunction with other administrative staff, occasionally take mail to the post office for processing
 - Manage petty cash by following established processes
 - Manage office supplies inventory
 - In conjunction with all staff, organize and maintain order in the supply room(s)

Administrative Support to the Executive Director:

- Manage the Executive Director's calendar, including:
 - Scheduling meetings with both internal and external stakeholders including staff, registrants, applicants, government representatives, etc.
 - Travel arrangements (booking flights, hotels, conference registration, etc.)
 - Recording minutes in meetings with registrants

KEY COMPETENCIES FOR THE POSITION

You are able to proofread other's correspondence for accuracy and formatting.

You understand record management principles and practices.

You have a proven ability to independently organize your own work, coordinate and set priorities, meet deadlines and follow up on assignments with minimum direction.

You have a proven ability to use initiative and independent judgment within established policy and procedural guidelines.

You have a sound understanding of computer applications (i.e., MS Office, registration database software etc.) related to assigned departments.

You have the ability to communicate effectively and sufficiently to exchange or convey information internally and externally.

You possess effective conflict resolution skills and the ability to de-escalate situations that may be emotionally charged.

You possess strong interpersonal skills with the ability to foster and maintain positive working relationships with nurses, employers, members of the public, and other stakeholders.

You can work effectively in a team-based environment and be open to consultation and collaboration.

You possess integrity, dependability, honesty, initiative, tact, and high ethical standards.

You can work independently, with minimal supervision and with a high degree of initiative using appropriate discretion to make sound judgments.

You possess excellent organizational, administrative, and time management skills to manage your workload and meet deadlines.

You possess the ability to work with and manage confidential and sensitive information received in multiple formats.

You commit to upholding the shared responsibility of creating lasting and meaningful reconciliation in Canada per the Truth and Reconciliation Commission of Canada's Calls to Action and the United Nations Declaration on the Rights of Indigenous Peoples.

You must be highly proficient in reading, writing, understanding, and speaking English, including:

- Experience with professional and/or business writing
- High attention to detail
- The ability to recognize and describe relevant information

You are proficient with computer use, including experience using:

- Microsoft Word
- Outlook Email communications
- Videoconferencing (Teams Meetings or Zoom)
- SharePoint

It would be an asset if you possess post-secondary education in business/office administration or equivalent.

It would be an asset if you have experience with minute-taking.

It would be an asset if you have experience drafting accurate and professional correspondence.

Interested applicants are encouraged to apply by submitting a resume with Administrative Assistant in the subject line to info@clpnm.ca on or before Friday, April 12, 2024.

For more information about the CLPNM, please visit www.clpnm.ca.