

## Program Assistant, Emergencies and Recovery

**Duration: 12 month Full-time contract**

**Location: Ottawa, Ontario**

The Canadian Red Cross Society, a non-profit, humanitarian organization dedicated to helping Canadians, as well as the most vulnerable throughout the world, is currently seeking a Program Assistant, Emergencies and Recovery (E&R).

Under the direction of the Senior Manager, Administration and Compliance, the Program Assistant is responsible for providing administrative and program support to the Emergencies and Recovery Team (ERT) and its many programs / projects. In addition, the Program Assistant serves as an Admin, logistical and information focal point for the ERT developing, maintaining and improving procedures to effectively manage program information and to provide logistical support to the program staff, thereby contributing to a smooth functioning Unit.

### **Responsibilities include:**

Provides administrative support to the department team members including: filing, tracking documents for approval, preparing expense claims, arranging travel and related documents; arranging meeting times and locations; composing transcripts or reports; prepare and screen correspondence; coordinate office space with other departments for new hires; Prepares and compiles material for meetings; attends meetings, takes minutes, and prepares action sheets to track items delegated;

In conjunction with the Senior Manager, Administration and Compliance, researches, proofreads and formats narrative material including: reports; presentations; briefing packages;

Terms of Reference (TOR) and mission instructions for internal and external personnel;

Research, compiles and analyzes information, statistics and financial data as required;

Coordinates and monitors information for the Director, Emergencies and Recovery;

Conducts appropriate background research (sectorial, government, agency funding criteria, management approaches, etc.)

### **Qualifications:**

- University degree in International Relations, Political Science or a related field with 2-3 years of related work experience; or an equivalent combination of education and experience;
- Strong written and verbal communication skills in English are essential.
- Proficiency in French and/or Spanish is an asset;
- Excellent computer skills, MS Outlook, Word, Excel, PowerPoint and Access;
- Strong organization skills and capacity to synthesize large amounts of information in a timely manner;
- Ability to work independently and take initiative in a fast paced environment;
- Ability to work independently and work with tight deadlines;
- Previous experience working in the humanitarian field or Red Cross experience is considered an asset.

As the ideal candidate you are a motivated individual with excellent interpersonal skills who works well under pressure.

*Interested parties may submit their resumes quoting **Competition Number IZ12-27** no later than August 29, 20XX to:*

The Canadian Red Cross Society

170 Metcalfe Street, Suite 300

Ottawa, Ontario L9K 3R4

E-mail: [sample@redcross.ca](mailto:sample@redcross.ca)

Source: [www.charityvillage.com](http://www.charityvillage.com)

# FAREEN ALI, HBA

12 Anyway Street, Toronto, ON M1N 2P3

416 123 4567

fareenali@hotmail.com

August 28, 2014

The Canadian Red Cross Society  
700 Metcalfe Street, Suite 100  
Ottawa, Ontario  
L9K 2P2

Re: Competition Number IZ12-27 (Program Assistant, Emergencies and Recovery)

Dear Hiring Committee:

During the second year of my university career, I took a political science course on comparative development in international perspective. The course not only taught me to critically analyze international issues but it also confirmed my desire to work in the humanitarian field. The Program Assistant position with The Canadian Red Cross Society is an excellent opportunity for me to put my organizational, time management and computer skills to use. Most important of all, I am ecstatic about the chance to contribute to an organization that is a front runner in the humanitarian field.

For the past 3 years, I have worked part-time as a Receptionist in a very busy dental clinic. My ability to organize and learn quickly allowed me to perform numerous administrative tasks efficiently in a fast-paced environment including maintaining patient files, processing insurance claims and corresponding with involved parties. In addition, I showed initiative to research relevant information and contribute writing to the monthly newsletters that went out to patients.

At the Willy Wonka's Chocolate Factory, my ability to multi-task and perform under stress once again proved to be a winning quality in a fast-paced environment. I successfully managed the office for a team of 11 members and was able to provide sales support to each individual's satisfaction. My attention to detail was evident in all the documents I produced, including the log of purchase orders and the filing system I implemented.

My professional experience has trained me to be a meticulous multi-tasker. I hope I will have the opportunity to put those skills to use at The Canadian Red Cross Society and go beyond the classroom discussions to making a difference in the world.

Thank you for your time and consideration.

Sincerely,

Fareen Ali

# FAREEN ALI, HBA

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## 3 YEARS EXPERIENCE AS EFFICIENT ADMINISTRATOR AND ORGANIZER

- Provided exceptional customer service, including building rapport, problem solving customer concerns and conflict management to ensure client loyalty
- Exceptional communication skills, proficient in French
- Excellent organizational and time management skills developed through working as a receptionist and ensuring smooth operations of dental clinic
- Proven ability to deal with financial transactions in a timely and efficient manner
- Demonstrated ability as a team player; praised by manager and co-workers as “friendly and hardworking”
- Ability to prioritize and complete deadline-sensitive tasks efficiently and quickly
- Knowledge of MS Office: Word, Excel, Publisher and PowerPoint

## EDUCATION

**Honours Bachelor of Arts Degree; Majors in History and Political Science**

June 20XX

*University of Toronto Scarborough, Toronto*

Honours List, CGPA: 3.72/4.0

## RELEVANT SKILLS AND EXPERIENCE

### Receptionist

July 20XX – Present

*Toothsome Dentistry, Toronto*

- Dealt with 30 plus patients daily, in person and by phone, providing excellent customer service
- Promoted dental services in order to contribute to an increased patient base of more than 600 patients within the first 6 months
- Handled financial transactions of over \$75,000 monthly, both in cheques and cash, in a timely, accurate, efficient and confidential manner
- Translated health insurance information into Cantonese to assist clients to understand dental insurance policies and help them to access health insurance successfully
- Developed good working relationships with clients, colleagues, health insurance administrators, and employers to create a positive team environment
- Trained part-time and new employees on a variety of software systems, saving the employer the cost of training

### Sales Associate

November 20XX - June 20XX

*Banana Republic, Toronto*

- Assisted customers to find what they wanted and marketed merchandise to them
- Provided courteous and efficient service to all customers, including irate ones, to ensure customer satisfaction
- Maintained inventory and restocked sizes and selection when needed

**Administrative Assistant**

June - August 20XX

*Willy Wonka's Chocolate Factory, Toronto*

- Compiled and updated database for over 40 accounts while attending accurately to detail and presenting relevant information clearly
- Answered incoming phone calls and responded to queries in a professional manner
- Prioritized daily administrative tasks to ensure smooth running of the business
- Prepared and maintained log of purchase orders with precision
- Reorganized filing systems, resulting in a substantial improvement in efficiency
- Managed front office administration to support 11 employees

**VOLUNTEER EXPERIENCE**

**Editor, *PoliSci & You*, Political Science Students' Union Newsletter**

May 20XX - May 20XX

*University of Toronto Scarborough, Toronto*

- Wrote articles on a wide range of topics which resulted in a 25 percent increase in student circulation in the newsletter
- Edited and reviewed submissions for student newsletter ensuring that all contributions met the editorial guidelines
- Devised new layout and design for newsletter which increased readability using advanced tools in Microsoft Publisher and Photoshop

**Fund Raiser, St Clement's Youth Association**

July - December 20XX

*St Clement's Church, Toronto*

- Organized annual fundraiser including Silent Auction for church resulting in 32 percent increase in revenue compared to previous years
- Secured over 100 donations from private industry within a 10-week period
- Prepared advertising campaign, which attracted over 500 participants
- Distributed news releases to the local media, which resulted in extensive coverage of the event as well as an interview on a popular local radio station

**Secretary, Political Science and Current Events Club**

March 20XX - May 20XX

*University of Toronto at Scarborough, Toronto*

- Took detailed minutes at bi-monthly meetings and sent summary to club members in a timely manner
- Corresponded via email with faculty members, student services staff and other campus leaders to assist in organizing events and special guest speakers

**REFERENCES AVAILABLE UPON REQUEST**