The Joy Smith Foundation – Administrative Assistant Position Profile

Oct 20, 2026

About the Foundation

The Joy Smith Foundation Inc. is a national NGO and registered charity that fights human trafficking in Canada through prevention and intervention. Our mandate is to make sure every Canadian is safe from the manipulation and abuse of power used to lure and exploit people into the sex trade or forced labour.

Position summary

The Administrative Assistant keeps the Niverville office running and supports the whole team. They are the first point of contact for callers and visitors, manage the shared Foundation calendar, and help with events, projects and whatever the Foundation needs most at the time. They report to the Executive Assistant and will be cross-trained to back up that role.

Confidentiality is central to this role. The Foundation works with survivors of human trafficking, donors and community partners. The Administrative Assistant will regularly handle sensitive calls, visitors, records and conversations, and must protect that information at all times.

Title	Administrative Assistant
Location	Niverville office, on site
Reports to	President & CEO
Employment type	Permanent, full-time
Hours	Monday to Friday, 8:00 a.m. – 4:00 p.m., with occasional evenings or weekends for events
Salary	Competitive, based on experience
Start date	As soon as possible

Core competencies

Success in this role depends more on how the person works than on any one task. Confidentiality, flexibility and a team-first attitude matter most.

Competency	What it looks like in this role
Confidentiality and discretion	Protects sensitive information about survivors, donors, staff and Foundation business. Never shares details outside those who need to know, including with family and friends

Competency	What it looks like in this role
	or on social media. Follows privacy and security practices with records, phones, email and visitors.
Flexibility and adaptability	Willing to take on whatever the Foundation needs, from front-desk work to event set-up to covering for a colleague. Adjusts easily when priorities change.
Team support	Pitches in to help colleagues succeed, shares the workload and puts the team's needs ahead of their job description.
Interpersonal skills	Warm, professional and welcoming with callers, guests, donors, volunteers and community partners. Handles sensitive or emotional calls with calm and care.
Judgement	Knows what to handle directly and what to pass to the President or Executive Assistant.
Problem solving and initiative	Spots what the office or an event needs before it becomes a problem, and fixes it.
Organization	Keeps the calendar, supplies and tasks on track while handling interruptions at the front desk.
Technology skills	Confident with Microsoft 365, Mac and cloud tools; troubleshoots basic issues and helps colleagues use them.
Commitment to the mission	Cares about the Foundation's work to end human trafficking in Canada.

Key areas of responsibility

Area	Scope
Office operations	Keep the Niverville office welcoming, organized and stocked. Manage supplies, mail, facilities, meeting rooms and vendors.
Reception and first contact	Answer phones, greet visitors, manage the general inbox and direct inquiries to the right person, handling sensitive contacts discreetly.
Shared Foundation calendar	Manage the shared calendar for team meetings, presentations and community work, including bookings, invitations and logistics.
Team and project support	Support colleagues on projects, events and day-to-day tasks wherever help is needed, including fundraising events such as the Gala, Christmas Baskets and Joy In Action.

Area	Scope
Records and technology	Keep files and records organized and secure, provide first-line Mac and software support and help staff use internal systems.
Executive Assistant backup	Learn the Executive Assistant's core duties, including donation processing and the President's calendar, and cover them when needed.

Qualifications

Required

- 2+ years in an administrative, reception or office support role.
- Post-secondary training in office administration or a related field, or equivalent experience.
- Proven ability to handle confidential information with discretion.
- Strong Microsoft 365 skills and comfort working in a Mac environment.
- A flexible, team-first approach to work.
- Commitment to the Foundation's mission of fighting human trafficking in Canada.

Assets

- Non-profit, event planning or volunteer coordination experience.
- Experience with donor or fundraising platforms (e.g., Neon One, CanadaHelps) or QuickBooks.
- Training in trauma-informed practice.
- Valid driver's licence and access to a vehicle.

Working conditions

- Office-based in Niverville, with occasional off-site work at community events.
- Occasional evening or weekend hours for events, balanced with flexible time off.
- Light physical work such as setting up rooms and moving supplies (up to about 20 kg).
- A criminal record and vulnerable sector check and a signed confidentiality agreement are required.

What we offer

- Competitive salary based on experience
- Health and dental benefits
- Three weeks of paid vacation
- Five paid sick days per year
- Flexible time off in return for event hours
- A meaningful role on a small, close-knit team working to end human trafficking in Canada

How to apply

Please send your resume and a cover letter to janet@joysmithfoundation.com, with "Administrative Assistant" in the subject line. Applications will be reviewed as they arrive, and the position will remain open until filled.

We thank all applicants for their interest. Only those selected for an interview will be contacted.