



Ottawa Community Immigrant Services Organization
Organisme Communautaire des Services aux Immigrants d'Ottawa

INTERNAL/EXTERNAL OCISO JOB POSTING

Job Title: Program Administrator (the “**Position**”) - Bilingual (English/French)

Term: 35 hours a week (September 2025 – Indefinite)

Program Title: Settlement and Integration Program (SIP) (the “**Program**”)

Reports to: SIP Manager (the “**Manager**”) or their delegate

Primary Location: 959 Wellington Street West, Ottawa, Ontario (In Person)

About OCISO

OCISO is a Not-for-Profit Corporation funded by contributions of government departments and agencies. OCISO is subject to the specific directions, corporate revenues, and continuing allocation and funding of the aforementioned departments and agencies. OCISO supports immigrants through the journey of making Canada their home; by providing creative and responsive programs that are culturally and linguistically appropriate; by building community through mutual respect and partnerships; and by fostering healthy and inclusive spaces for open dialogue and healing.

Job Summary

The Position will require supporting the activities of OCISO and performs duties related to program administration and reception of clients. The Position will also handle a variety of administrative tasks, including but not limited to managing the front desk and ensuring smooth operations in a busy office environment.

Main Responsibilities, include but are not limited to, the following:

- Manage the reception area by greeting and directing visitors, including clients, vendors, job candidates, and volunteers;
- Handle intercom and incoming calls, voicemail, and general inquiries by staying informed about OCISO programs, services, policies, and community resources;
- Sort incoming correspondence, including mail and faxes, ensuring proper distribution;
- Ensure that the front reception area and facilities are tidy, presentable, and well-stocked;
- Perform program clerical duties, including internal data management and report preparation;
- Assist with volunteer recruitment, providing orientation, training, and supervision;
- Become familiar with and comply with all OCISO’s policies and procedures; and

- Any other duties assigned to you as may reasonably be required in line with the Position's main responsibilities.

Education, Qualifications and Skills:

- Bachelor's degree or equivalent combination of post-secondary education and work experience;
- 2-3 years of related experience with office management systems, administrative, clerical procedure, business and customer services;
- Experience with dealing with newcomers to Canada;
- Good communication skills and ability to take initiative;
- Proven ability to work effectively in a multi-disciplinary and multicultural team environment;
- Proficiency with current computer applications, database such as OCMS, iCare;
- Fluency in English and French (**Mandatory – languages will be assessed**); and
- Ability to communicate in additional languages is an asset.

Please note, you will also need to provide proof of the following before commencing the Position:

- Ability to work legally in Canada; and
- A Criminal Record and Judicial Matters Police Records Check (conducted within the last 6 months).

Salary & Benefits: \$44,080-\$44,899 annually. Comprehensive benefits plan including health, dental, RRSP plan, and generous leave entitlement.

Application Deadline: September 15, 2025 by 12:00 p.m. (EST). Rolling interviews will be conducted.

Application Process:

Please rename your cover letter and resume with your "First name_position title" (e.g., OCISO_PA_letter or resume) before applying and send it to the HR Department: recruitment@ociso.org

We encourage applications from qualified people of all backgrounds, especially women, members of visible minorities, Indigenous persons, and persons with disabilities.

OCISO is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, OCISO will endeavor to provide accommodation to people with disabilities in the recruitment process upon request. If you are selected for an interview and require accommodation due to a disability during the recruitment process, please notify the HR & Operations Administrator upon scheduling your interview.