

Job Description – Administrative Assistant (Operations Support)

POSITION: Administrative Assistant – Operations Support

LOCATION & STATUS: Remote/Virtual – 35 hours per week

DEPARTMENT: Administration

REPORTS TO: Director of Operations

SALARY LEVEL: Administrative / Support Staff

TERM: Temporary appointment for approximately 3–4 months, with the possibility of renewal.

Position Summary

The Inuit Art Foundation (IAF) is an Inuit-led charity supporting Inuit artists throughout Inuit Nunaat and beyond. As the sole national organization promoting Inuit art within Canada and internationally, the IAF advocates for fair representation, pricing, and participation of Inuit artists in all aspects of the promotion and distribution of their work.

The Administrative Assistant – Operations Support plays a key role in ensuring the smooth day-to-day functioning of the organization. Working closely with the Director of Operations and other staff, this role supports core operational processes, maintains administrative systems, and provides essential coordination across departments. This position combines elements of administrative support and operational assistance, with a focus on Salesforce CRM, office systems, internal communications, and program delivery logistics.

Key Responsibilities

1. Administrative & Office Support

- Manage incoming communications, directing general email and phone inquiries to appropriate staff.
- Update the IAF website with current staff lists, and contact information.
- Prepare and deliver mailouts (correspondence, donor thank-yous, tax receipts, IAQ subscriptions, bulk sales, etc.).
- Provide meeting support for weekly staff meetings, including scheduling, reminders, minute-taking, and distribution of relevant materials.

2. Operational Coordination

- Maintain and update the IAF’s Salesforce CRM database, ensuring data integrity across donor, subscriber, and program records.
- Create and maintain organization-wide calendars of deadlines and events, ensuring timelines are communicated clearly across teams.
- Support project management of deliverables across departments, tracking deadlines and assisting with coordination.
- Support financial processes including basic coding, filing, cheque deposits, collecting vendor invoices and receipts (e.g., recurring VISA bills), and audit preparation.
- Issue tax receipts for eligible donations.
- Pull reports for weekly, monthly, and quarterly financial reporting as required.
- Process mail-in orders and related filing and coding.

- Distribute Statements of Account for advertisers and coordinate incoming payments.

3. Program & Event Support

- Assist with logistics for program activities, including tracking deliverables, scheduling, and communications.
- Support subscription list management and earned/deferred revenue reporting for the Inuit Art Quarterly.
- Respond to general inquiries related to trademarks, scholarships, and awards, or delegate inquiries to the appropriate staff or department.
- Assist with donor stewardship through thank-you calls and outreach.
- Provide on-site or virtual support for internal and external events, which may involve occasional travel.

4. Governance & Board Support

- Coordinate logistics for board meetings, including travel arrangements, scheduling, notices, and materials distribution.
- Support teleconference or hybrid meeting setup.

Knowledge, Skills & Abilities

- Experience using Salesforce CRM or other database systems required.
- Strong organizational, coordination, and planning skills.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook).
- Clear written and verbal communication skills.
- Demonstrated ability to handle multiple priorities and meet deadlines.
- Strong attention to detail and problem-solving abilities.
- Knowledge of administrative processes within a non-profit or Indigenous organization is an asset.

Education & Experience

- Diploma or degree in Administration, Business, Non-profit Management, or a related field, or equivalent combination of education and experience.
- 2+ years of experience in an administrative or operational support role.
- Experience in Indigenous organizations or communities is an asset

Other

- Willingness to engage in professional development.
- Ability to work independently and collaboratively in a remote team environment.
- Comfort working at a desk/computer for extended periods.
- Occasional travel may be required.

How to Apply

- Please send your resume and a cover letter outlining your interest and qualifications to Lindsay McIntyre, Executive Director: lmcintyre@inuitartfoundation.org and Nitin Singh, Director of operations: nsingh@inuitartfoundation.org with the subject line: “Administrative Assistant – Operations Support Application”
- Applications will be reviewed on a rolling basis until the position is filled.