



Job Description – Administrative Assistant

Job Title: Administrative Assistant

Location: Ottawa, ON (In-Office)

Reports To: Director, Learning Operations

Employment Type: Full-Time

Salary Range: \$45,000-50,000/year plus benefits

About Us:

The Institute on Governance (IOG) is Canada's independent organization dedicated to advancing and applying good public governance in Canada and beyond for over 35 years. Our passion is making public sector governance stronger, which we do by collaborating with federal, provincial, territorial, municipal, and Indigenous governments, as well as non-profit organizations, to foster effective governance practices and provide leadership and skill development training opportunities.

About the Position:

We are seeking a highly organized and proactive individual to support the organization in an administrative and events support capacity. The Administrative Assistant plays a key role in the day-to-day operations of the Ottawa office by handling front desk and reception duties, providing general office support, assisting with the delivery of online and in-person learning programs and events, and supporting the CEO with scheduling and administrative tasks.

This is a fully in-person role at IOG's office located in Ottawa's ByWard Market.

Key Responsibilities:

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- Perform front-desk and reception duties.
 - Provide administrative support to the Learning Team and the CEO.
 - Work in close coordination with the Administrator, Learning and Events and the Coordinator, IT to ensure seamless operational support.
 - Support the maintenance and organization of course materials on IOG's online platforms, ensuring timely updates and accessibility for instructors and participants.
 - Coordinate calendars between our LMS and Google to ensure accurate scheduling and participant information.
 - Maintain and update client and alumni mailing lists; generate periodic reports on Learning Centre activity.
 - Prepare and set up classrooms and event spaces, including materials, IT equipment, and participant logistics.
 - Coordinate catering orders and manage food and beverage setup for courses and events.
 - Reset spaces following events, including cleanup and returning catering items.
 - Support student enrolment processes and maintain accurate participant records.
 - Track attendance for virtual and in-person sessions and share updates with relevant team members.
 - Prepare and distribute participant rosters and attendance records.
 - Respond to inquiries from students, instructors, and stakeholders via phone and email in a timely manner.
 - Welcome and assist participants, support virtual course and event logistics and troubleshooting, and maintain an organized front desk and office environment.

Key Qualifications:

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- Previous experience in an administrative, customer service, or event coordination role.
 - Strong organizational and time management skills with excellent attention to detail.
 - Proficiency in Microsoft Office Suite, Google Workspace, Zoom, and cloud-based file-sharing platforms (e.g., Dropbox).
 - Experience with learning or event management systems (e.g., Arlo) is an asset.
 - Excellent written and verbal communication skills.
 - Ability to multitask in a fast-paced, collaborative environment.
 - Bilingualism (English/French) is considered a strong asset.
 - Experience working with government organizations at any level (federal, provincial, municipal) is considered an asset.
 - Able to work occasional early morning, evening, or weekend hours.

Why Join the IOG?

At the Institute on Governance, you'll be part of a mission-driven team dedicated to strengthening public sector governance and leadership. We offer meaningful work, a collaborative environment, and the opportunity to support high-impact learning experiences for Canada's public service and beyond.

To Apply:

Please email your resume and cover letter to our recruitment partner Business Sherpa Group at: careers@businessherpagroup.com

We are actively recruiting for this position. It will remain open until filled. We thank all applicants for their interest, but only those selected for an interview will be contacted.

The Institute on Governance values diversity and is committed to fostering an environment of inclusion. We are proud to accommodate individuals with disabilities throughout the recruitment and selection process. Please indicate your need for accommodations in your application.