



Job Description

Job Title:	<i>Administrative Support Assistant</i>
Reports To:	<i>Invitation Department Senior Manager</i>

Chalice

Chalice is a Catholic organization with a vision for "A world where all children and families live in communities of life and love." Through the generosity of our Canadian supporters, combined with the continued effort of our international partners and Chalice-sponsored families, we work in hundreds of communities around the world to provide opportunities for children to receive an education, for families to become empowered, and for communities to become more caring and connected.

Purpose

The Invitation Department Administrative Support Assistant provides critical support to the Invitation Department and Communications team. This role assists with daily office needs, manages donor communications, coordinates donor mailings and promotional materials, and maintains digital and administrative systems. The role is vital in ensuring supporters receive timely, accurate, and thoughtful communications, while upholding Chalice's Catholic values and mission.

Duties and Responsibilities

- Answer phone calls and emails from supporters.
- Respond to info@chalice.ca and info@chaliceus.org
- Prepare and send thank-you letters and other correspondence to donors.
- Manage printing, labeling, stuffing, postage, and distribution.
- Print and distribute child bios and child materials for website or fundraising campaigns.
- Accurately record donor information and financial donations.
- Update reports, website content and maintain blogs using material from Communications team.
- Ensure organizational information is current on Charity-rating sites.
- Support diocese market research (bulletin advertising and other communications opportunities).
- Maintain duties as Front Desk Receptionist on Fridays.
- Assist with overflow of Donor Relation Specialists tasks.



Qualifications and Competencies

- Fluency in English is mandatory, with strong written and oral communication skills.
- Experience in customer service and donor relations, including phone communication.
- Strong computer skills; proficiency with Microsoft Office.
- Experience with Salesforce and not-for-profits is considered an asset.
- Excellent attention to detail, with strong organizational, time management, and prioritization abilities.
- Ability to quickly learn and adapt in a fast-paced and evolving work environment.
- Demonstrated ability to maintain confidentiality and strong analytical and problem-solving skills.
- Ability to work collaboratively in a team-oriented environment.
- Comfortable working within a Catholic, faith-based organization and aligned with its mission and values.

Professional Development

- Attend training sessions, conferences, and workshops as required.
- Participate in research and knowledge-sharing initiatives.

Working Conditions

- This is a full-time, permanent position (40 hours per week), based on-site in a standard office setting at our Bedford, Nova Scotia location.
- Start date is immediate upon hiring.
- Must be legally entitled to work in Canada.
- Employment is subject to a probationary period.
- Competitive salary, plus a comprehensive benefits package (health, dental, vision, EAP, life/AD&D) in accordance with organizational policies.
- Group RRSP subject to eligibility requirements.
- Paid time off, including vacation, personal, and sick days.
- Working in a faith-based, prayer-filled environment, including daily prayer participation at 8:30am.

Application deadline

Please submit your resume and cover letter by **May 27, 2026**, to hr@chalice.ca with the subject line: **“Administrative Support Assistant – 2026”**. Applications will be reviewed as they are received, and early submissions may be given priority. A practical skills assessment may be required as part of the selection process. While we deeply appreciate every application received, only shortlisted candidates will be contacted.