

### Are You Our Next Bilingual Administrative Assistant?

If you're chosen to join **Key to Speech** as our next **Administrative Assistant**, you'll play an essential role in supporting our bilingual speech therapy clinic, ensuring a welcoming and efficient experience for clients, therapists, and families alike. You'll become part of a dynamic, values-driven team dedicated to transforming lives through communication.

**Reports to:** Clinic Owner, Team Lead SLP

**Location:** Ottawa, Ontario

**Position Type:** Part-Time Employee (additional hours possible to the right candidate)

**Start Date:** March 2025

**Compensation:** \$28,600–\$34,000 annually, based on experience and qualifications

**Application Deadline:** February 13, 2025

### About Us

At **Key to Speech**, we provide bilingual speech-language pathology services for children and adults, offering personalized care to help clients achieve their communication goals. Guided by our core values—*services for all, tailored and personal, together and involved, and elevating and growing*—we strive to create a supportive and inclusive environment for both our clients and team members.

### Your Role at Key to Speech

Your role is vital to keeping things running smoothly and efficiently. There are **four** key areas where you will need to demonstrate your excellence.

- 1. Client Experience:**
  - Welcome families and clients with a friendly, professional demeanor.
  - Manage schedules and coordinate appointments to ensure seamless interactions and timely communication with clients.
  - Support our clinic's social media presence by creating posts, newsletters, blog content, flyers, etc.
- 2. Administrative Excellence:**
  - Handle invoicing, record-keeping, and correspondence with precision and attention to detail.
  - Maintain organized systems and processes to support the clinic's operations.
- 3. Therapist Support:**
  - Assist our team of Speech-Language Pathologists (SLPs), Communicative Disorders Assistants (CDAs), Speech-Language Pathology Assistants (SLPAs), and volunteers.
  - Manage workflows, update and create Standard Operating Procedures (SOPs), organize clinic spaces, and ensure resources are readily available.
- 4. Clinic Operations:**
  - Oversee daily operations to maintain a professional, welcoming, and well-organized clinic environment.





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- Coordinate team meetings, assist with advertising efforts, and manage the client waiting list.
- Organize and coordinate team events.

## What We're Looking For

We aren't looking for just anyone. In fact, we're looking for someone **exceptional**—a team player who will be the glue holding our Key to Speech family together, making us faster, more efficient, and as smooth as a well-oiled machine.

The ideal candidate must have:

- Advanced written and verbal communication skills in both **English and French**
- Advanced knowledge and use of **Jane Clinic Management Software**
- **2+ years of experience** in a similar administrative role, preferably in healthcare and/or client-facing environments

## Skills

- Proficiency with cloud-based tools (e.g., Google Workspace)
- Excellent organizational skills and the ability to multitask in a fast-paced environment.

## Experience

- Confident with Jane Clinic Management Software, invoicing and scheduling software is required.
- College diploma or university degree preferred.
- Experience writing SOPs is an asset.

## Attributes

- A positive, professional, and proactive attitude.
- A passion for supporting families and a commitment to creating a welcoming space for all.
- Strong attention to detail with a focus on improving efficiency and processes.
- A *go-getter* with an **"I don't know... yet!"** mentality.

## Results

- Demonstrate ability to meet deadlines and stay organized under pressure.
- Proven track record of supporting teams and enabling their success.
- Ability to anticipate needs and act on them independently.
- Ensuring timely follow-ups to keep operations running smoothly.

## Cognitive Abilities

- Strong executive functioning skills, including planning, prioritization, and problem-solving.

## Habits

- Thrives on routine but remains adaptable and flexible.
- Understands priorities requires minimal supervision to get things done.





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- Regularly checks in with the team to encourage open, collaborative communication.

### Work Environment (Fit)

- Based at our state-of-the-art clinic in Ottawa.
- Work alongside a passionate and collaborative team dedicated to helping clients grow and thrive.
- Enjoy a supportive environment that values laughter, teamwork, and continuous improvement.

### Ready to Start the Journey?

If this role excites you and you're ready to bring your energy, expertise, and passion to **Key to Speech**, we'd love to hear from you! We are requesting you to follow the specific instructions below, as your role will require attention to detail, speed and precision.

#### Application Instructions:

1. Email your application to [hello@keytospeech.ca](mailto:hello@keytospeech.ca) with the subject line: "I'm Your Next Bilingual Administrative Assistant!"
2. Include the following in your email:
  - A paragraph **introducing yourself**.
  - A paragraph outlining your **most relevant qualifications**.
  - A description of **why you want to join Key to Speech**.
  - Create and send an **Instagram design post** (square, .PNG format) with a caption wishing a Happy New Year to our clients. The design should align with our current social media aesthetics.
  - Your **resume** (PDF format), saved as: "Full Name – Resume"

While we value every application, only candidates selected for the next steps will be contacted.

