

POSTING



RECEPTIONIST/ADMINISTRATIVE ASSISTANT

Temporary Part-time (25 hours per week) until March 31, 2017
Monday to Friday - 5 hours per day

Reception/Administrative Services

This position provides professional reception services and administrative assistance to the staff and programs of Options Community Services Society (OCS).

KEY DUTIES AND RESPONSIBILITIES

- Answers the telephone in a cordial and professional manner, redirecting calls accordingly or taking messages when appropriate. Responds to routine queries with regard to OCS and its services. Provides community resource information to callers and/or individuals who visit the office.
- Greets clients and office visitors in a courteous manner and attends to their needs as appropriate. Assists clients and staff with inquiries and information.
- Collects and maintains up-to-date community social services information.
- Assists with various office support services including recording, ordering and distributing office and coffee supplies, maintaining supply cupboard and inventory of supplies. Operates and maintains office equipment, i.e. computer, printer, copiers.
- Provides admin support for the agency - word processing, faxing, photo copying, Info at Options emails, month-end reports, phone and voice mail list updates.
- Opens and distributes the mail as directed by the Reception Coordinator, Admin Manager, and Executive Director or designate. Processes outgoing mail.
- Ensures the reception area and waiting room are kept clean and tidy for the comfort and convenience of visitors and clients. Print brochures and restock displays as required.
- Maintains liaisons and good communication with supervisors and staff of OCS programs, community and other agencies.

QUALIFICATIONS

Education, Training, and Experience

- Business Office Training Diploma and/or a combination of relevant education and experience. Candidates with less education will be considered.
- Minimum of two years general office experience that includes reception and clerical functions.
- Responsible, self motivated, detail oriented and ability to multi-task.
- Experience with computers, including word processing and Excel.
- Keyboard skills appropriate for routine use of computer applications.

NOTE: Applicants not selected for an interview will not necessarily be notified.
Options Community Services Society is an equal opportunity employer
committed to hiring a diverse workforce.

Posted: 09/15/16

OCS Posting #:A20765

Job Skills and Abilities:

- Professional etiquette.
- Ability to operate telephone system and other office equipment.
- Demonstrated computer and internet proficiency and knowledge of technical systems and computer applications and a willingness to learn.
- Knowledge of community resources.
- Practices effective interpersonal and intercultural communication techniques, active listening and empathy.
- Demonstrates English-language proficiency in written and verbal communication.
- High degree of flexibility and initiative.
- Well developed planning, organizational and administrative skills.
- Ability to work independently, set priorities, manages multiple tasks and meet deadlines.
- Ability to identify sensitive issues and maintain confidentiality.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months

CLOSING DATE: September 22, 2016

**PLEASE SEND COVER LETTER
AND RESUME TO:**

Alice Close, Manager, Administrative Services
Options Community Services Society

Email: alice.close@options.bc.ca

Please include a resume and a cover letter that describes clearly how your experience and training meet the job posting. Only short-listed applicants will be contacted.

No phone calls please.