Receptionist

Closing date: December 31, 2021
URL: https://successbc.ca/jobs/12238-receptionist/

<table>
<thead>
<tr>
<th>Job Type</th>
<th>Temporary Full-Time</th>
<th>Code</th>
<th>12238</th>
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</thead>
<tbody>
<tr>
<td>Salary</td>
<td>$18.00 - $19.67</td>
<td>Hours</td>
<td>37.5 hours per week</td>
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<tr>
<td>Job Number</td>
<td>12238</td>
<td>Location</td>
<td>Richmond</td>
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</tbody>
</table>

Reports To: Centre Manager

Division: Employment & Entrepreneurship Services

Program: WorkBC Richmond

Number of Positions: 1

About the Position:

The Receptionist is responsible for welcoming and directing all clients and visitors in a professional manner. The Receptionist determines the purpose of inquirers, provides assistance, and facilitates access to the WorkBC Centre and its personnel, or suggests other community resources and services. This position is responsible for ensuring the front desk duties are completed in a timely and efficient manner in order to effectively support the smooth operation of the WorkBC Centre.

Reports to: Centre Manager

Key Duties & Responsibilities:

**Client Services**

- Greets and welcomes clients and visitors in a professional and courteous manner
- Completes client eligibility checks and conducts initial screening of clients, by following established guidelines and policies
- Provides program information and/or directs individuals to appropriate Centre staff or other agencies as needed
- Provides information of local community services and facilitates access to resources
S.U.C.C.E.S.S.

- Checks electronic referrals and follows the referrals and intake procedures on a daily basis
- Prepares correspondences to clients such as attendance, intake
- Answers all incoming telephone calls by adhering to service standard expectations
- Answers general queries regarding WorkBC
- Directs calls to appropriate staff members
- Helps clients with resource room bookings, workshop bookings, as well as appointment bookings with Employment Counsellors
- Checks for voicemail messages left on main office line and follows up with callers as required
- Manages the Centre’s general email account
- Administers intake for prescribed people (i.e. BCEA clients)
- Enters case notes in ICM relating to interactions with clients
- Assists with sending reminders to clients
- Contacts potential clients via email and phone to introduce WorkBC Employment Services

Office Administration

- Ensures the front desk areas are tidy, presentable, and organized
- Assists with the creation of intake orientation and workshop events
- Maintains adequate supply of necessary forms and other required documents
- Administers the room booking system
- Opens and closes the Centre at beginning and end of day (i.e. set alarm, walk through, lock filing cabinets)
- Handles incoming/outgoing correspondences, faxes and couriers
- Compiles statistics of clients and services
- Takes minutes at meetings
- Other related duties as required by the Centre Manager

Qualifications & Experience:

- Grade 12 Diploma or equivalent education qualification
- Administrative certificate or equivalent certification
- Minimum of 3 years’ administrative experience, preferably in a related field or in a high traffic setting
- Knowledge of local labour market information, social service programs, community services and referral processes
- General knowledge of EI and EA benefit systems
• Occupational First Aid Certification an asset

Job Skills & Abilities:

• Ability to type a minimum of 50 w.p.m.
• Excellent technical skills in MS Office and web-based applications
• Excellent administration and clerical skills
• Ability to perform effective internet research skills and ability to garner employment information
• Excellent record management skills, with clear understanding of confidentiality and data security
• Excellent interpersonal skills with ability to provide personable service
• Ability to handle challenging situations with tact and diplomacy
• Ability to remain positive while adjusting to changing priorities
• Ability to work under pressure and in a fast-paced environment
• Ability to organize and prioritize a wide range of tasks efficiently and effectively
• Ability to maintain inventories
• Ability to develop and maintain a network of community services, promote client referral whenever relevant or possible
• Ability to work independently and as a part of a team

Other Requirements:

• Able to work a flexible schedule between 8am and 6pm from Monday to Friday
• Able to work at different WorkBC centers in Richmond
• Clear Criminal Record Check

S.U.C.C.E.S.S. embraces diversity and encourages all qualified applicants to apply. Interested candidates please apply by emailing your application including the following e-mail subject line “Receptionist” by 5:00pm December 31, 2021 and submitting resumes to: james.tong@success.bc.ca

While we appreciate all applications, only those selected for an interview will be contacted.