NOTICE OF JOB VACANCY (Posted: December 10, 2021 – December 17, 2021)

Job Competition #: 2021-Admin-05

Position: Evening Receptionist – Second language an asset
ISSofBC Welcome Centre - Vancouver
Regular part-time position at 20 hours per week starting on or about January 4, 2022
Monday to Friday, 2:30 pm – 6:30 pm (Work schedule may change)

Summary:
Reporting to the Facilities Manager, perform receptionist and clerical duties at ISSofBC Welcome Centre location.

Responsibilities:
- Responds to all incoming phone calls. Provides general information about various ISSofBC programs, training and other activities. Receives and transmits messages. Transfers calls to appropriate department or staff member as required.
- Greets walk-in clients, students, volunteers, visitors, and the public. Responds to general enquiries about services and programs provided. Refers individuals to appropriate contacts within the organization. If clients are requesting services which are not provided at Welcome Centre, refers individuals to appropriate external agencies.
- Monitors flow of clients, students, volunteers, visitors, and the public to prevent unauthorized entry. Maintains order in the reception area i.e. no cell phone use, no loud noise, talking etc. Responds to security/emergency incidents in accordance with established policies and procedures. Reports any incidents promptly to the Facilities Manager or designate.
- Maintains and updates Reception Resource Manual. Ensures flyers/brochures displays are tidy and adequately stocked with current materials. Post information on designated bulletin boards and ensures boards are tidy and up-to-date.
- Assists administrative staff with clerical functions such as photocopying, faxing, etc. Assembles information kits.
- Assists in special events and activities such as AGM.
- Performs other related duties as assigned.
Qualifications:
Completion of a certificate or diploma in office administration, business or related discipline supplemented by a minimum of one (1) year of related experience preferably in a related social service field, OR an equivalent combination of education, training and experience acceptable to the employer. Fluency in a second language is an asset.

Skills and Abilities:
• Ability to communicate effectively in both oral and written English.
• Ability to deal effectively and courteously with culturally diverse clientele, staff, and the public.
• Demonstrated proficiency in MS Word and Internet.
• Demonstrated ability to manage time and resources effectively.
• Ability to carry out the duties of the position.

Email applications must include “2021-Admin-05” and can be sent to: jobs@issbc.org

Closing Date: By 4 pm, Friday, December 17, 2021

Salary range: $18.26 - $23.87 per hour. Education, training, experience, and internal equity will be taken into consideration when being placed on the salary grid.

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.