



## Job Description

### Welcome Place Reception and Administration

Burnaby Neighbourhood House is a non-profit organization, offering a wide range of supportive programs and services that address the diverse needs of local residents. Located on the traditional, unceded territories of the Coast Salish Nations. We are a volunteer driven community-funded agency with a unique focus on neighbours supporting neighbours. The role of the Welcome Place Reception and Administration is to create a welcoming and inclusive environment and support the overall administrative functions of the office.

#### **General Duties and Responsibilities:**

- Promote Neighbourhood House program philosophy by ensuring programs have the opportunity to interconnect and achieve client integration across program areas.
- Oversee the front reception including answer phone calls, hospitality service, resource and referral services and welcoming place.
- Work with the Volunteer Coordinator to recruit office volunteers.
- Responsible for support, supervision and scheduling of office volunteers.
- Manage a variety of functions order/maintain office/hospitality supplies, billing, inventory management, and shipping and receiving
- Support the Operations Manager for equipment booking, and for internal and external room/hall booking, and updating the team site.
- Assist in scheduling meetings, draft agenda, take minutes, and distribute or post accordingly.
- Membership processing, maintaining accurate membership stats. Assist in inputting, processing and maintaining membership database, statistical records and issuing membership cards as needed
- Receipting of cash and cheques
- Sort incoming and outgoing mail, distribute faxes, filing
- Provide administrative support to management staff where necessary
- Assist with fob/key and alarm code distribution and record keeping
- Types and/or update forms, letters, reports, and memo, assuring accuracy
- Perform other relevant duties as required

#### **Qualifications:**

- Degree or diploma in business administration or equivalent work/education experience.
- Excellent cross-cultural communication and interpersonal skills
- Experience working with and providing support to volunteers
- Knowledge an awareness of issues surrounding diversity and multiculturalism
- Excellent computer skills and experience
- Excellent organizational skills and experience with maintaining office systems
- Ability to work in a busy and interruptive work environment
- Customer service experience an asset
- De-escalation training an asset
- Second language an asset.

**Location:** BNH South House #100-4460 Beresford Street, Burnaby, BC

**Accountability:** This position reports to the Director Operations

**Hours & Pay Rate:** 35 hours per week \$21.20 – \$22.49 with benefits after 3 months

**Start Date:** As soon as possible

**Deadline:** Until position is filled

To Apply please email resume to [simoneg@burnabynh.ca](mailto:simoneg@burnabynh.ca)

Thank you for your interest in this position, however, only short-listed candidates will be contacted. \*No phone calls please\*