

October 2025



JOB DESCRIPTION

Welcoming Place Reception

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.

It's a key position that requires a positive, enthusiastic individual who will provide leadership in the front reception to create a welcoming and inclusive environment and will support the overall coordination functions of the office.

General Duties and Responsibilities:

- Promote Neighbourhood House program philosophy by ensuring programs have the opportunities to interconnect and achieve client integration across program areas.
- Oversee the front reception including phone, hospitality service, resource and referral services, membership processing and database maintenance and welcoming place. Activities including but not limited to:
 - Keep program guide up to date and communicate updates and changes to team's members
 - Received the city e-newsletter and be familiar with the CRG and other local resources.
 - Update publications and bulletin boards.
 - Connect visitors to the appropriate staff member or program
 - Utilize multi lingual volunteers when needed.
 - Oversee the Fair Play Program (Brentwood location – lead)
 - Farmer's market coupons
 - Office tasks that volunteers can help with
 - Collect statistics
 - Membership input into data base
- Provide support, supervision, training, orientation and scheduling of office volunteers.
- Supporting the engagement team volunteers when possible.
- Handles simple cash transactions such as collecting payment, issuing receipts and maintaining petty cash and prepare bank deposits in accordance with established guidelines.
- Create the physical welcoming space: coffee and tea, furniture, Décor, celebration of holidays and events, attentive to neighbours names and making connections.
- Oversee equipment booking and work with Program Director for internal and external space booking. Includes invoicing, contracts and updating the team site.
- Performs other support duties related to program areas.
- Problem solves building issues and inform operations.
- Provide clerical and administrative support to the management and staff: Arrange meetings, schedule appointment, room booking and prepare agendas and take minutes at meeting as required.

- Provide admin support to management staff where necessary
- Perform other 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 and awareness of issues surrounding diversity and multiculturalism.
- Must be detail-oriented and accurate with an aptitude for working with numbers.
- Excellent computer skills and experience.
- Excellent organizational skills and experience with maintaining office systems.
- Ability to work in a busy and interruptive work environment.
- Ability to work independently and as part of a team.
- Experience working in a community-based organization an asset.
- First Aid certification
- Second language an asset.

Location: BNH Brentwood House – 2055 Rosser Avenue, Burnaby

Accountability: This position reports to the Program Director.

Hours & Pay Rate:

35 hours per week @ \$23.86/hr. RRSP and Extended Health benefit package (after 3 months)

Closing date: Until the position is filled

Positions start: As soon as possible

Please reply with resume to simoneg@burnabynh.ca

**We thank all who apply however, only those candidates to be interviewed will be contacted.
No phone calls please.**

The Burnaby Neighbourhood House is a charitable non-profit organization. We are a volunteer driven, community funded agency with a unique focus on neighbours supporting neighbours.