



SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

6470 Victoria Dr., Vancouver, BC V5P 3X7 ph: 604-324-6212 fax: 604-324-6116 website: www.southvan.org

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Reception and Communication Assistant

(Internal/External)

The Reception and Communication Assistant will be responsible for creating a welcoming environment for all visitors to South Vancouver Neighbourhood House (SVNH) and to support SVNH program staff with administrative and communications tasks.

Reporting to the Office Manager, the Reception and Communications Assistant provides administrative support to various teams and programs at South Vancouver Neighbourhood House (SVNH). This role focuses on creating a welcoming environment for all visitors to SVNH and ensuring clear communication of SVNH's message across all channels.

The successful candidate will be responsible for:

Reception:

- Create a welcoming environment, greet members of the public and provide information about our programs/services and referrals to other community resources
- Answer and forward telephone calls in a friendly, professional manner and determine callers' needs
- Track SVNH information and referral statistics
- Cash handling:
 - Collect and receipt money received for program fees and membership fees
 - Balance cash drawer at the end of each shift
- Maintain waitlists for programs
 - Arrange appointments for Seniors Information and Referral Program and special event sign-up lists
- Check out equipment and building keys to staff and volunteers, maintain equipment inventory log to ensure that all items are accounted for
- Provide administrative support to programs and internal teams
- Maintain a clean and orderly work environment
 - Keeping office lobby/coffee station clean and tidy
 - Keeping the reception storage closet organized

Communications

- Help implement communications strategies
- Draft and edit communications copy (e.g. posters, brochures, social media posts)
- Assist in maintaining web content and executing social media strategies
- Maintain calendars and appointments
- Prepare presentations and reports

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Qualifications & Skills:

- **This position is funded by the Canada Summer Jobs and to be eligible, youth must be:**
 - between 19 to 30 years of age at the start of the employment;
 - a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment*; and,
 - have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.
- Excellent communicator with strong attention to detail
- Customer service experience is an asset
- Administrative experience is an asset
- Social media marketing experience is an asset
- Strong understanding of English language
- Second language is an asset
- Team player
- Ability to remain calm during hectic moments
- Able to take instructions and follow through
- Ability to use judgment about when to seek direction
- Strong time-management and prioritization skills
- Clear criminal record check

Employment Terms:

- Monday to Friday, 7 hours per day & 35 hours per week
- Start Date: June 3, 2019
- End Date: August 30, 2019
- Salary: \$16.81 per hour plus 4% vacation pay
- Job Type: Full Time Term Position

To Apply:

The Association of Neighbourhood Houses of BC is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position. Our total compensation and benefits package reflect our commitment to our staff and their family. All qualified individuals are encouraged to apply, with subject line "Reception and Communication Assistant - SVNH" by 5pm on May 17th, in confidence to:

Roberta Kihn, Office Manager
6470 Victoria Drive
Vancouver, BC V5P 3X7
roberta.kihn@southvan.org

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