



# SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

6470 Victoria Dr., Vancouver, BC V5P 3X7 ph: 604-324-6212 fax: 604-324-6116 website: [www.southvan.org](http://www.southvan.org)

Welcome Bienvenue Ch#o m

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## Internal/External Job Posting Part time/Casual Front Desk Reception

South Vancouver Neighbourhood House is seeking casual/part time front desk receptionists. Hours and shifts range from morning, afternoon, evenings and weekends. This is a frontline position that deals directly with the public and will require opening and closing of the building. This position will be of interest to individuals who enjoy working with the public and handling a variety of tasks in a busy non-profit environment.

### Job Overview:

- Create a warm and welcoming environment
- Front line reception, which includes: answering phones, directing calls to appropriate staff, greeting people coming in the door and provide information on our program services and referrals to other community resources
- General office support, which includes: mail distribution, faxing, photocopying, filing, SVNH equipment and van schedule; maintain room booking schedule, collection of SVNH info and referral statistics and maintaining an organized and professional work environment
- Train and support office volunteers; help manager monthly volunteer schedule
- Providing registration for house programs, special events, childcare waitlist and income tax appointments
- Participating in and helping with setup of House wide events, staff workshops as requested
- Maintains database by entering new memberships and some volunteer information
- Maintenance of electronic filing system on the file server and paper filing system
- Accepting payment fees for services and programs, issuing receipts, daily reconciling cash and receipts.
- Other administration duties as requested by the Office Manager or Director of Operations

### Qualifications:

- High school education
- Good telephone etiquette, communication and reception skills
- Highly developed interpersonal skills; tact, diplomacy and flexibility in dealing with a diverse population
- Knowledge of MS word, excel, google suite and other programs as required
- Ability to problem solve and react quickly to situations or inquires
- Ability to work independently and exercise initiative
- Excellent organizational skills, ability to multi-task and meet deadlines
- 2<sup>nd</sup> language and experience working in a multicultural environment an asset
- Clear criminal record check
- Must be available for evening and weekend shifts

Salary Range: \$14.93 Band 3A Base

Term: Casual

Closing date: April 27, 2018

Start date: April 2018

Please send cover letter and resume by email to: Roberta Kihn, Office Manager, [roberta@southvan.org](mailto:roberta@southvan.org).

Only short-listed candidates will be contacted for an interview. No phone calls please.

ANHBC is an equal opportunity employer.

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