



SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

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

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

South Vancouver Neighbourhood House is seeking a casual/on-call front desk receptionist. Hours and shifts vary between mornings, afternoons, 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
- Frontline reception, including answering phones, directing calls to appropriate staff, greeting people coming in the door and providing information about SVNH program/services and referrals to other community resources
- General office support, including mail distribution, faxing, photocopying, filing, maintaining room booking schedules and equipment logs, collection of SVNH info and referral statistics and maintaining an organized and professional work environment
- Train and support office volunteers; help manage monthly volunteer schedule
- Provide registration for house programs, special events, childcare waitlists, and income tax appointments
- Participate in and help with setup of House-wide events and staff workshops as requested
- Maintain database by entering new memberships and some volunteer information
- Maintain electronic filing system on the file server and paper filing system
- Accept fee payments for services and programs, issue receipts, daily reconciliation of cash and receipts

Qualifications:

- Minimum of 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 Outlook, Word and Excel, and Google suite
- Ability to problem-solve and react quickly to situations or inquiries
- Ability to work independently and exercise initiative
- Excellent organizational skills, ability to multi-task and meet deadlines
- 2nd language and experience working in a multicultural environment an asset
- Clear criminal record check

Pay rate: \$15.78/hour

Term: Casual/On-Call, 5-10 hours per week

Closing date: September 14, 2021

Start date: October 2021

Please send cover letter and resume by email to: Roberta Kihn, Office Manager, roberta.kihn@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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