



SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

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

Casual On call Front Desk Reception Internal/External Job Posting Posting period Aug. 31 – Sept. 7, 2022

South Vancouver Neighbourhood House is seeking a casual/on-call front desk receptionist. Hours and shifts vary between mornings, afternoons, evenings, and weekends. Candidates must be some availability to work during the 8:45am to 1:45pm shifts. 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, electronic and paper filing, checking out equipment and maintaining an organized and professional work environment
- Train and support office volunteers
- Provide registration for house programs, special events, 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
- Accept fee payments for services and programs, issue receipts, daily reconciliation of cash and receipts

Qualifications:

- High school education, reception and/or service industry experience an asset
- 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 inquires
- 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
- Fully vaccinated against COVID-19 unless you are unable to be vaccinated on the basis of a ground protected by applicable law, you may request an accommodation.

Pay rate: \$18.10/hour

Term: Casual/On-Call, 10-15 hours per week

Closing date: Sept.7, 2022

Start date: September 12, 2022

Please send cover letter and resume by email to: Hiring Committee, jobs@southvan.org

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

ANHBC is an equal opportunity employer

Building Better Neighbourhoods Together Since 1977

