



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 Front Desk Receptionist

South Vancouver Neighbourhood House (SVNH) would like to acknowledge and give thanks to be able to live, work, and learn on the unceded, occupied, ancestral and traditional homelands of the Musqueam, Squamish and Tsleil-Waututh Nations. We thank the Nations for sharing their beautiful land, the sun, the air, and water with us and allowing us to strengthen and grow as a family. We recognize the vast cultural diversity of Indigenous people and acknowledge the importance of their opinions, representation, and culture.

SVNH is seeking an energetic and enthusiastic full-time Receptionist to work the front desk Monday to Friday 8:15am to 3:45pm. The full-time Receptionist will work under the guidance and direction of the Office Manager.

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, and maintaining an organized and professional work environment
- Train and support office volunteers; help manage monthly volunteer schedule
- Provide support to the casual reception team members
- Provide registration support 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 SharePoint and paper filing system
- Accept fee payments for services and programs, issue receipts, daily reconciliation of cash and receipts

Qualifications:

- **This position is funded by the Canada Summer Jobs and to be eligible, youth must be:**
 - Between 19-30 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 for the employment
 - 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.
- Minimum of high school education, administrative 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 Office 365 (Word, Excel, Outlook, etc), Sumac data entry, and Google suite
- Ability to problem-solve and react quickly to situations or inquiries

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- 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: \$18.10/hour

Term: 35 hours per week

Start date: June -August 2023

Please send cover letter and resume by Tuesday, May 16, at 5:00pm 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.

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