

Reception/Administrative Assistant (2 days/week)

At NexusBC, we help people connect to resources to promote a healthy and sustainable community. We have offices in Vernon and Enderby, and provide services for job seekers, seniors and almost anyone who needs assistance throughout the Thompson-Okanagan region. You can find out more about us at www.nexusbc.ca. We offer our employees competitive wages, a good benefits package, professional development opportunities and your birthday off with pay!

Wage range for this position is \$20-\$22/hour, depending on experience.

As Reception/Administrative Assistant, you are the face of our organization, greeting people as they arrive at our offices, or phone to make appointments or inquiries. You will thrive in this position if you enjoy doing everything you can to help our clients. In addition to supporting those we serve, you will provide office support functions for the organization. You have great skills using Word, Outlook and Excel and thrive in a multi-tasking role. This position reports directly to the Administrative Coordinator.

This is a shared position, based in our Vernon office that covers reception during our hours of operation 8am-4pm, Monday through Friday. Your co-worker will cover reception Monday-Wednesday, you will cover reception Thursdays and Fridays. You will also be expected to cover vacation and/or sick leave for your co-worker.

Key Responsibilities and Duties

Reception

- Provides a welcoming environment for clients and visitors to NexusBC
- Receives and transfers calls as needed on a multi-line phone system
- Greets visitors to our offices, and answers questions, directs inquiries to the appropriate department/program and provides general information
- Performs opening and closing routine for office
- Keeps office facilities tidy and supplies organized; directs all office supply orders to the Administrative Coordinator
- Keeps kitchen, waiting area, and staff room areas tidy and stocked
- Monitors brochure supplies and tidies Learning Lab as needed
- Monitors and trouble-shoots problems with photocopier

Administration

- Assists with clerical tasks including photocopying, word processing, data collection, document preparation, filing, handling mail, making reminder phone calls as assigned by the Administrative Coordinator

- Assists with administrative tasks for various NexusBC programs and projects as assigned, including creating letters, data entry and screening of clients for referrals to internal programs or other service providers
- Works with Connect and Better at Home programs staff to assist with answering inquiries, appointment scheduling, administration, and referrals
- Keeps accurate records of all incoming calls and requests for services
- Complies with NexusBC policies and procedures
- Supports the maintenance of client files and information in keeping with Personal Information Protection Act legislation, adhering to the strict privacy and confidentiality protocol of NexusBC

You may also be expected to take on other duties as needed from time to time.

Core Competencies

- Proven attention to detail as it applies to job tasks, deadlines and data entry
- Knowledge of NexusBC programs and services
- Knowledge of local resources
- Ability to display professionalism when working with visitors and staff members
- Ability to complete tasks with minimal supervision and re-direction
- Organizational skills, and ability to attend to multiple tasks and priorities
- Able to assist vulnerable clients while displaying patience and empathy
- Able to work within client privacy and confidentiality guidelines

Qualifications

- Post-secondary education in office administration and/or work experience in a small business office environment
- Minimum one year of customer service experience
- Mid to high level computer skills in use of Microsoft Word, Excel and Outlook
- Experience accessing and working with databases preferred
- Experience working with Internet and email
- Kindness and an empathic approach to those who are facing challenges
- Previous experience in a non-profit organization considered an asset

You will be required to pass an RCMP criminal record check for vulnerable sector as a condition of employment.

If you are interested in applying for this position, please submit your resume and cover letter to pmyers@nexusbc.ca. This position will remain open until filled. Start date for the successful candidate is as soon as possible.