Reception/Administrative Assistant (4-5 days/week)

At NexusBC, our mission is "to support individuals through practical resources and trusted services that enhance lives." With our base of operations in Vernon and Enderby, we provide services for job seekers, seniors and almost anyone who needs assistance throughout the North-Okanagan region. You can find out more about us at www.nexusbc.ca.

We have an opportunity for a full-time Receptionist/Admin. Assistant, 4-5 days/week. Your time will be split 2 days/week at Reception (Thursdays & Fridays) and 2-3 days/week as an Administrative Assistant in our Vernon office. Wage range for this position is $24-26/hour, depending on skills and experience. You will report directly to the Administrative Coordinator.

At Reception, you are the face of our organization, greeting people as they arrive at our offices, answering questions or responding to phone inquiries. You will thrive in this position if you enjoy assisting people and doing everything you can to help. In addition to supporting those we serve, you will provide administrative support to the organization as needed. To be successful in this position, you will have exceptional organizational and listening skills, top-notch computer skills using Word, Outlook, Excel and database applications. You also thrive in a multi-tasking environment.

Reception is a shared position, covering our front desk during our hours of operation 8am-4pm. 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 as needed.

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, answers questions, directs inquiries to the appropriate department/program and provides general information
- Performs opening and closing duties for office
- Keeps office facilities tidy and supplies organized; directs all office supply orders to the Admin. Coordinator
- Keeps kitchen, waiting area, and staff room areas tidy and stocked
- Monitors and re-stocks brochure supplies as needed
- Monitors and trouble-shoots problems with photocopier
- Takes payments for donations, client invoices
- Manages petty cash

Administration

- Assists with clerical tasks including photocopying, data entry, document preparation, filing, handling mail, and making reminder phone calls as assigned by the Admin. Coordinator
- Assists with administrative tasks for various NexusBC programs and projects as assigned, including interacting with the public, data entry and screening of clients for referrals to internal programs or other service providers

NEXUSBC COMMUNITY RESOURCE CENTRE

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- Works with programs staff to assist with answering inquiries, scheduling appointments, administration, and making 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

- Exceptional people skills
- Proven attention to detail as it applies to job tasks, deadlines and data entry
- Knowledge of NexusBC programs and services
- Knowledge of local resources and community organizations
- 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
- Thrives in a team environment
- 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 an office environment
- Minimum one year of customer service experience
- Mid to high level computer skills in use of Microsoft Word, Excel and Outlook
- Experience working with databases preferred
- Experience working with Internet, email and Outlook calendars
- 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 provide a clear RCMP criminal record check for vulnerable sector as a condition of employment.

We offer our employees competitive wages, a good benefits package, professional development opportunities and your birthday off with pay!

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.