

We're Hiring!



RECEPTIONIST AND ADMINISTRATIVE ASSISTANT

Posting Requisition	22267	Program	<i>Administrative Services</i>
Job Type	<i>Regular, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open Until Filled</i>

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Receptionist and Administrative Assistant is responsible for providing administrative support and ensuring the smooth operation of the office. This position will be the first point of contact for visitors and clients. Duties will include managing the reception area, answering and directing phone calls, and handling inquiries.

ACCOUNTABILITIES

- Adheres to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Answers phone and/or in person inquiries and routes to appropriate staff members if required. Inform staff of appointment arrivals.
- Responds to routine queries with regard to the organization and services provided and community resources.
- Sorts and distributes incoming mail and processes outgoing mail.
- Maintains filing systems and other records.
- Performs general word processing and typing from rough draft or general instruction, including correspondence, reports, forms and documents.
- Assists with designing, formatting, updating and printing internal and external documents and materials including publications, forms, business cards, letters, and posters.
- Print and distribute program brochures as requested.
- Performs general data entry functions and inputting information into computerized systems.
- Operates a variety of office equipment such as computers, printers, copiers, facsimile equipment, multi-line switchboard and postage meter.
- Supports the key access control system for the office, including processing key cards and assigning/revoking access.
- Monitors and adjusts the heat and air conditioning for assigned locations.
- Monitors, orders and receives supplies including office, kitchen, and janitorial.
- Handles simple cash transactions such as collecting payments and issuing receipts.
- Maintains meeting room bookings within the office.
- Trains, monitors and supports the Therapeutic Volunteer Placement (TVP) clients with weekly tasks.
- Ensures that office, meeting room, kitchen and other areas are maintained in a clean and tidy manner.
- Provides reception staff with relief where required, at other main office location.
- Performs other related duties as required.
- Follow written and verbal directives from the immediate supervisor, Chief Executive Officer or designate.

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QUALIFICATIONS

Education, Training, and Experience:

- Administrative assistant Diploma or an equivalent combination of education and experience.
- One (1) year recent related experience in a similar role.
- Excellent computer proficiency and experience with MS Word, Excel, PowerPoint, Publisher and Outlook.
- Experience in graphic design an asset.

Skills and Abilities:

- Exceptionally well organized, dependable, and able to set priorities to meet deadlines efficiently and accurately. Must be able to multi-task, take direction and work independently.
- Demonstrated proficiency in written, oral and interpersonal communication skills.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Demonstrated discretion with handling and maintaining confidentiality and sensitive information.
- Committed to a problem-solving approach and skilled in managing time sensitive material. Requires a high degree of flexibility and initiative.
- Strong commitment to working co-operatively with the Admin team and other agency teams.
- Demonstrated client-focus and exceptional customer service skills.
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines.
- Ability to work efficiently in a fast-paced work environment.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO: Debbie Perkes, Administrative Coordinator
Options Community Services Society
Email: debbie.perkes@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22267] and outlining your qualifications and related experience for the position.