

THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Position: Receptionist/Admin Assistant
Status: Union
Benchmark: Administrative Assistant 2
Grid Level: 7
Summary: Under the direction of the Program Coordinator performs a variety of Receptionist and Administration duties.
Reporting: Reports directly to the Program Coordinator Darry's Place

DUTIES AND RESPONSIBILITIES:

- Welcomes visitors, i.e., business, clients, donors etc.; answers telephone and/or in person inquiries and routes to appropriate staff members as required. Responds to routine inquiries about services provided by the organization.
- Provides clerical support and administrative support to management and programs; arranges meetings; schedules appointments; makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
- Supports with client intakes, assisting in completing forms, and scheduling appointments in accordance with established guidelines. Reviews referral documentation for accuracy and completeness; contacts referring agency to obtain any missing information.
- Updates and inputs information into a variety of spreadsheets and contact lists such as program waitlists, referrals and organizations emails, log in and passwords.
- Compiles data and produces reports and statistics as required in support of fund-raising events. Provides administrative support for events.
- Performs word processing and typing for correspondence, thank you notes, reports, forms, and documents; Photocopies, scans and files documents as needed.
- Maintains petty cash, tracks purchases and distribution of gift cards and Smile Cards in accordance with established guidelines. Handles cash transactions such as collecting payments and issuing receipts.
- Performs data entry functions such as inputting information into databases and contact lists; Maintains and updates filing, inventory, mailing lists, applicant tracking, registers and/or other records.
- Maintains, updates and distributes the Emergency On Call schedule as needed.
- Monitors social media and Gmail account; responds directly to inquiries or directs to appropriate person for follow-up. Posts requests for donations and specific resources as needed.
- Sorts and distributes incoming mail and processes outgoing mail.
- Maintains meeting room bookings within the office.
- Takes inventory, orders and received materials, supplies, and services.
- Operates a variety of office equipment such as computers, printers, copiers, facsimile equipment, and multi-line switchboard.
- Keeps storage areas stocked and tidy.
- Ensures pamphlet racks are organized and stocked; Keeps bulletin board notices and bulletin board up to date.
- Ensures that office, meeting rooms, kitchen and other areas are maintained in a clean and

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tidy manner.

- Books, records and tracks annual building maintenance and repairs as required.
- Performs other related duties as required.

Education and Experience

- Grade 12
- Related post-secondary courses in office procedures.
- One (1) year recent related experience
- Or equivalent combination of training and experience in an office environment

Attitudes, Knowledge and Skills

- Excellent written and oral communication skills
- Confident and respectful telephone manner
- Strong organization and administrative skills
- Strong computer skills including use of Microsoft office, google applications, social media platforms.
- Confident learning and navigating databases; both external and internally.
- Confidence in handling cash and accurate data entry
- Respect for and understanding of confidential information.
- Ability to maintain good interpersonal relations through a welcoming courteous manner and patience with staff, clients, visitors, and volunteers.
- Ability to use tact and diplomacy in representing the agency.
- Ability to work as part of a team and independently using initiative.

Other Requirements:

- Relevant Criminal Record Clearance.