

Job Posting

#23.13 RECEPTIONIST / ADMINISTRATIVE ASSISTANT

Please See Below for Shift Details

This posting is open to all qualified applicants.

Our Place Society (OPS) is an organization founded on progressive and inclusive Christian values and principles. We work as a team to create a nurturing atmosphere of home and family, where all are welcome. **A team approach is critical to living out our mission and values and directing our work.**

Position Overview:

Reporting to the Director of HR, the Receptionist / Administrative Assistant acts as the initial contact for the organization with the public and will be responsible for supporting the organization by performing a variety of reception and administrative duties within the 919 Pandora location.

Duties and Responsibilities:

Under the direction of the Director of Human Resources, the Receptionist / Administrative Assistant:

- Greets the public, staff, volunteers, and donors and replies to general inquiries / refers to appropriate staff.
- Answers and directs incoming phone calls and checks phone messages.
- Monitors and distributes the Our Place Society administration incoming emails.
- Provides confidential administrative support to Human Resources and other various departments at the 919 Pandora location.
- Works closely and cooperatively with security personnel to ensure smooth and functional operation of the reception/security area and lobby.
- Maintains the scheduling of all OPS meeting rooms.
- Processes incoming and outgoing mail, parcels, and courier bag.
- Orders toner refills for admin printer and requests servicing, when needed.
- Trains and acts as a lead to provide support to the volunteer receptionists.
- Keeps the volunteer front desk reception manual up to date.
- Makes/orders business cards for staff and management.
- Greets donors booked for tours by the Philanthropy Department.

- Ensures donors of non-financial gifts (clothing, etc) are thanked and given a bookmark; notifies Community Relations Coordinator of needs, special requests, bulk donations. Takes photos of unique or bulk donations and emails to the team for social media recognition.
- Accepts walk-in donations and logs entries in to the safe.
- Ensures the safe is emptied and contents are couriered to the Philanthropy Department twice weekly.
- Assists the Philanthropy department with special donors.
- Be familiar and trained in managing the phone system for 919 Pandora, i.e., date updates, troubleshoot technical problems.
- Posts posters of menus for daily meals and sponsorship recognition.
- Updates weekly programs list and updates the PowerPoint for the dining room's and community centre's television screens.
- Makes/distributes parking passes for staff and visitors.
- Orders office supplies for the organization.
- Works with shelter users to reserve nightly shelter mats.
- Performs other related, often confidential administrative duties for Management at the 919 location and the Philanthropy Team.

Skills and Abilities:

- Ability to work in a very busy and demanding environment with marginalized populations.
- Ability to demonstrate empathy, flexibility and strong people skills when supporting and interacting with service users.
- Strong customer service skills and the ability to create and convey a welcoming and supportive environment to the public such as service users, donors, staff, and volunteers.
- Ability to work independently as well as with others.
- Ability to multi-task, prioritize, work under pressure, and meet deadlines.
- Ability to exercise discretion and diplomacy when dealing with confidential and sensitive information.
- Have above average organizational skills and be efficient, proactive, resourceful, and self-motivated.
- A positive attitude and ability to stay calm under pressure in a very busy environment is essential.
- Have good problem-solving skills.
- Working knowledge of MS Office (Word, Excel, PowerPoint, Outlook) and be the ability to learn new computer programs as required.
- Knowledge of homelessness and current social issues related to poverty.
- Ability to work independently as well as effectively take direction.
- Excellent communication skills both verbal and written.

Qualifications:

Education and knowledge:

- Certificate or diploma in Administration is not essential but is preferred.

Training and Experience:

- Minimum of one year of experience in a similar role. Some supervisory experience is an asset.
OR and equivalent combination of education, training, and experience.

Working Conditions

Shifts: Full time, 37.5 hours per week, days.

Compensation: \$25.00 per hour.

Benefits: 3 weeks' vacation. Excellent benefits after successful completion of 3 months of full-time employment.

How to Apply:

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience, and qualifications by 4:30 p.m. Friday, February 3, 2023 to careers@ourplacesociety.com or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #23.13 – **Receptionist/Administrative Assistant**" in the subject line.

Please note: All applications must have a cover letter to be considered.

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.