



## EMPLOYMENT OPPORTUNITY

<b>Position Title:</b> Administrative Support 1	<b>Position Number:</b> 2018-168
<b>Department:</b> Home Support Services, <b>Location:</b> 2723 Quadra Street, Victoria BC	<b>Days/Hours of Work:</b> Various hours available. Preferred availability for evenings and weekends.
<b>Remuneration:</b> \$17.56 per hours, plus 9.6% in lieu of benefits	<b>Posting Period:</b> Until filled
<b>Start Date:</b> As soon as possible	<b>Status:</b> Casual <b>Union:</b> BCGEU

### JOB SUMMARY:

We are an award-winning and Accredited not-for-profit that helps people and improves lives through a range of programs and services, including being Island Health Authority's sole provider of home support care in greater Victoria and the outer Gulf Islands. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

Reporting to the Scheduling Manager, the Administrative Support 1 joins a large team who contribute to the organizations' delivery of compassionate, efficient, and quality Home Support care providing the initial contact to Beacon Community Services Quadra office. The Receptionist is responsible for answering and directing all incoming calls on a multi-line phone system as well as greeting guests and visitors to the office.

### DUTIES AND RESPONSIBILITIES:

- Operates one of two multi-line telephone consoles in a fast paced environment
- Receives and distributes all incoming mail, faxes and supplies
- Manages all in/out courier package requirements for entire office staff
- Assists Community Health Worker's visiting the office with tasks such as: filling out forms, photocopying, and using the CHW designated computers
- Provides support to the HS department by performing various tasks required in maintaining booklets and binders used in home care i.e.: labelling, assembling, filing of client information
- Responds to public inquiries about general Beacon Community Services information
- Greets, assists and directs visitors attending the office to their appointment or meetings
- Assists Home Support Scheduling Staff with answering Community Health Worker questions pertaining to client schedules
- Ensures office equipment is functioning and properly stocked daily
- Performs other related duties as required

### QUALIFICATIONS/REQUIREMENTS:

- High school diploma
- Computer aptitude with relevant skills including Windows-based computer knowledge

- Minimum typing speed of 40 wpm
- Previous telephone and/or reception experience in a fast paced, community based health care setting is an asset
- Previous experience with Procura software is an asset
- WHMIS Certificate
- Equivalent combination of education and experience will be considered
- A clear Police Criminal Record Check
- A clear Solicitor General Criminal Record Check

#### **KNOWLEDGE/SKILLS:**

- Ability to multi-task in a fast-paced environment
- Ability to communicate effectively, including both written and verbal (in person and on telephone) communication skills
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to maintain confidentiality
- Ability to provide excellent customer service
- Knowledge of general office procedures

#### **WE LIVE SAFETY!**

The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and *it is essential to this position*. We further support safety through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees.

#### **APPLICATIONS:**

All interested applicants can [Apply Now!](#) quoting the position vacancy number 2018-168. Please note only those applicants who are selected to continue in the recruitment process will be contacted.