



## Employment Opportunity

<b>Position Title:</b> Administrative Support 1 – WorkBC Reception	<b>Position Number:</b> 2019-61
<b>Department:</b> Employment Services <b>Location:</b> 9860 Third St, Sidney, BC	<b>Days/Hours of Work:</b> Monday – Friday, 8:30am – 5:00pm; 37.5 hours per week
<b>Remuneration:</b> \$18.52 - \$19.64 per hour, plus benefits package	<b>Posting Period:</b> June 4 – 11, 2019
<b>Start Date:</b> As soon as possible	<b>Status:</b> Regular, Full-Time <b>Union:</b> BCGEU Stand Alone

### 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. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

Reporting to the WorkBC ESC Manager, the Administrative Support 1 - Receptionist joins a multi-faceted team working in accordance with the mission, vision and values of Beacon Community Services that make a difference in people's lives every day. The Administrative Support 1 - Receptionist assists the EPBC/WorkBC team with reception, and data entry into the Integrated Case Management (ICM) system.

### DUTIES AND RESPONSIBILITIES:

- Create a professional and welcoming atmosphere within the Reception & Resource Centre areas.
- Respond to enquiries and requests for information, either in person or over the phone, from clients, general public, business community, government agencies and community agencies while observing confidentiality guidelines.
- Direct people to appropriate services and resources and inform Counselling and Employment Services team members when their clients arrive for meetings or require service.
- Identify Clients who may need crisis-care services
- Provide clients with photocopying and faxing as required.
- Attend and participate in team meetings, and all team-related activities and events occurring during scheduled working hours
- Provides vacation relief for other team members as required, and
- Perform other duties than those listed below as required.

### ADMINISTRATIVE SUPPORT 1 - RECEPTION

#### Reception Specific Function:

The Receptionist is the first point of contact for all people visiting the offices at 9860 Third Street. The Receptionist introduces people from the community to Beacon Community Services, and when required, introduces people from the community to the self-serve employment services and equipment offered within the Employment Services Centre (ESC).

#### RECEPTION DUTIES AND RESPONSIBILITIES:

- Maintain working operation of multi-line telephone system, photocopiers, printers and fax machines.
- Monitor security of ESC and lock up at end of day (walk through, lock filing cabinets, lights, set phone for night answering).
- Coordinate orders and maintain adequate amount office supplies.
- Oversee the ordering, processing, receipting and delivering of the Good Food Box program (monthly).
- Provide reception support, including greeting all visitors within two minutes of their entry into Beacon. Provide customer service to all people coming to the offices of 9860 Third Street, Sidney.

- Assist new home support staff in locating the file cabinet, printer and fax machine and with any enquiries they may have.
- Manage the flow of people coming in to Beacon to access services for Counselling or EPBC Client Advisor meetings, EPBC WorkBC workshops, and computer workshops to ensure wait times do not exceed 15 minutes by notifying the relevant Beacon team members.
- Introduce people wanting to access the Self-Serve Resource Centre to the Resource Centre Advisor.
- When Resource Centre Advisor is not present in Resource Centre, create a professional and welcoming atmosphere within the Resource Centre so new clients feel safe and comfortable.
- If required, and the Resource Centre Advisor is busy or unavailable, assist clients in identifying job search needs, including referral and registration of clients to appropriate programs and services within Beacon Community Services.
- When the Resource Advisor is busy or unavailable, identify people who may require case-managed EPBC services and refer them to a Client Advisor, including setting a meeting time.
- If Resource Centre Advisor is busy, assist clients with word processing, Job Bank access, Internet access, and word processing tutorials.
- If Resource Centre Advisor is busy, assist clients with resume/cover letter composition and layout.
- Coordinate the booking and registering of EPBC clients for all EPBC workshops, produce schedule and ensure room booking is completed.
- Perform other room bookings as required by the Counselling department.
- Perform office administrative duties including correspondence and reports, ICM data searches, filing, and managing incoming and outgoing mail.
- Attends and participates in team meetings, and all team-related activities and events occurring during scheduled working hours.
- Provides vacation relief for other team members as required.
- Perform other duties as required.

#### **RECEPTION DUTIES FOR COMMUNITY HOME SUPPORT WORKERS (CHW):**

- Assist CHW employees with photocopying & faxing forms
- Answer & redirect calls to Quadra Home Support Office
- Filing
- Billing (e.g. Accepting Home Support payments, issuing receipts, securely transferring payments to Beacon Finance department via inter-office mail)
- Handle incoming & outgoing mail
- Maintain & supply current resource materials such as forms, handouts, sign-in sheets, etc.
- Maintain & order supplies (e.g. Gloves, masks, etc.)
- Maintain a clean & accessible area for CHW employees

#### **EDUCATION, EXPERIENCE AND REQUIREMENTS:**

- Minimum 2 years' experience in reception and/or administration
- Minimum 2 years' experience in database use
- Completion of recognized post-secondary business and/or administration courses or combination of work experience and education
- Knowledge of community resources
- WHMIS Certification (to be renewed annually)
- Clear Police Criminal Record Check

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Excellent computer skills and experience, including internet familiarity
- Facility and adaptability to use computer software including MS Office
- Ability to prioritize
- Excellent communication skills, with a focus on listening and comprehension & conflict resolution
- Good organizational skills
- Ability to assess priorities when dealing with the work-related needs of other team members
- Initiative
- Sound judgment
- Solution orientated
- Focused on results and task completion

- Cooperative and a team player

**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 2019-61. Please note only those applicants who are selected to continue in the recruitment process will be contacted.