

INTERNAL/EXTERNAL JOB POSTING

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| Job Title | Receptionist/Office Assistant Community Office - Casual |
| Details of the Position | The Receptionist/Office Assistant is responsible for a variety of reception, secretarial and clerical assistance in the Community Office. This position requires experience in working in an office setting. Must have experience with general word processing, including reports, forms and documents. |
| Job Description | Attached |
| Classification and Grid | Secretary, JJEP Wage Grid Level 7 |
| Hours | As required, Casual - Weekdays |
| Starting Pay Rate | \$20.16 per hour |
| Benefits | As specified in the Collective Agreement |
| Start Date | As soon as possible. |
| Supervisor | Administrative Coordinator |
| Additional Information | This position requires union membership. Satisfactory completion of a criminal record search is required. |
| Date Posted | September 11, 2019 |

Deadline for submitting applications: September 18, 2019 at 5pm

Send application to:

Heidi Gayleard

Administrative Coordinator

Victoria Women's Transition House Society

100-3060 Cedar Hill Road

Victoria, B.C., V8T 3J5

careers@vwth.bc.ca

Job Description

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|---|---|
| Job Title: | Receptionist/Office Assistant – Community Office |
| Benchmark and Grid: | Administrative Assistant 2, JJEP 7 Wage Grid |
| Job Summary: | The Receptionist/Office Assistant is responsible for a variety of reception, secretarial and clerical assistance in the Community Office. |
| Reports To: | Administrative Coordinator |
| Key Duties And Responsibilities: | <ol style="list-style-type: none"> 1. Manage all phone and in-person inquiries, route to appropriate staff, including referring crisis calls to the Shelter. Record, retrieve and respond to messages in phone messaging system and email system. 2. Greet clients, service people, donors and other visitors, answer general enquiries, refer to appropriate staff member, and record cash/goods donations. 3. Provide clerical support to the Community Office program staff and the Financial Office as required. Support to include word processing, routine correspondence, team meeting minutes, form development, updating communications materials (handouts, resource materials, program brochures), basic website updates (under supervision of Administrative Coordinator). 4. Administer the telephone, voice mail and computer systems in the Community Office; manage mail, petty cash, purchase office supplies and basic facility supplies and manage ongoing maintenance of Community Office equipment (photocopiers, fax, printers, basic computer troubleshooting). 5. Organize the office spaces, schedule and book room use. Arrange meetings, schedule appointments as required. |

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| | <p>6. Assist the Administrative Team in maintaining and updating the organization's files and filing systems.</p> <p>7. As part of the Administrative Team, attend team and staff meetings, taking and distributing minutes when requested.</p> <p>8. Monitor maintenance tasks/requirements for the Community Office. Maintain office kitchen supplies to meet needs of staff, groups, meetings.</p> <p>Perform other tasks as required.</p> |
| <p>Qualifications:</p> <p>Education, Training and Experience:</p> <p>Job Skills and Abilities:</p> | <p>Completion of a recognized office administration program or equivalent education, training and experience and a minimum of one year office experience is required.</p> <p>A thorough understanding of general office practices and procedures, generally used business machines. Excellent computer skills using Microsoft Office 2000 (Word, Excel, Outlook). Some basic bookkeeping and math skills preferred. Ability to work cooperatively in a team setting, effective time management, good communication and customer service skills, sensitivity to women and children in crisis.</p> |
| <p>Additional Information:</p> | <p>This position is required to work in an environment often dealing with clients in crisis situations or interpersonal situations.</p> |