



## Position Vacancy Posting

<b>Position Title:</b>	Administrative Assistant/Receptionist	<b>Competition No.:</b>	<b>24-17-04</b>
<b>Reports to:</b>	Director, Business Operations and Development	<b>Salary Range Steps:</b>	\$25.95 - \$29.76 Grid 10
<b>Location:</b>	Nanaimo, BC	<b>Employee Group:</b>	HSA
<b>Hours per week:</b>	20	<b>Position Status:</b>	Temporary Part time
<b>Shift Schedule:</b>	Monday to Friday	<b>Anticipated Start Date:</b>	ASAP

### **NATURE OF POSITION:**

Provides a variety of reception, clerical, and administrative assistance for the agency. Fulfills obligations to reporting and tracking donor receipts and acknowledgment.

### **DUTIES INCLUDE, BUT ARE NOT LIMITED TO:**

1. Maintains the front reception and waiting area, provides a welcoming entrance space and responds positively to phone, email or in person inquiries as per Agency procedure. Routes to the appropriate staff member if required.
2. Maintains a current knowledge of, and complies with all Society policies and procedures, including respect of clients' rights of privacy and confidentiality and proper security procedures in handling and storage of confidential information. Maintains and refers to administration/ reception procedure manual as needed.
3. Receives and distributes incoming mail. Assists with expedited delivery if needed. Posts outgoing mail.
4. Provides typing and other administrative support to staff members as required and as time allows. Assist in communications materials, preparation of reports, and assembly of documents. Operates a variety of office equipment.
5. Provides receipts and/or completed donor record for donations received. Arranges donations of goods to be transported to appropriate destination. In coordination with manager, provides general oversight and management of donations inventory and in/outflow of donated goods, including gift cards. Provides assistance to Director, Business Operations and Development.
6. Oversees and is responsible for processing donations from all sources. This includes, donor data entry, initiating donor acknowledgement, reporting and tracking of gifts, receipting and thank-you letters, in accordance with Canada Revenue Agency Guidelines.
7. Maintains resource development files and records. This includes donor, grant, corporate files and appropriate financial records using current databases and systems and ensuring integrity and confidentiality of data.
8. In consultation with manager, maintains procedures that comply with all rules and regulations with regard to the BC Societies act, charitable standing with Revenue Canada, BC Gaming Commission, PIPA and any other governing bodies related to development including filing appropriate reports.
9. At the direction of manager arrange or provide regular maintenance, including cleaning, and upkeep of office, office equipment, and shared facilities. Provide assistance to maintenance, monitoring and reporting activities, include arrangement for repair and follow up of repairs, regular maintenance, improvements.
10. Provides oversight for office supplies (general, janitorial, and food) through a process of inventory, receiving request and ordering from suppliers.
11. Oversees meeting room schedule, and general overview of Agency activities and their location. Provides assistance in Agency activities as requested, and as time allows, set up and clean up.
12. Ensures that office, meeting room, kitchen and other areas are maintained and clean and that kitchen supplies are in stock.
13. Provides orientation and support for new office volunteers. Fosters a team approach and supportive role for the office volunteers.
14. Facilitates general communications flow through the creation of contact information, circulation of relevant materials and notices (including news, or community notices), and tracking of general personnel and client activities as appropriate. May include scheduling and confirming appointments for participating programs.

15. Provides set up to new staff for email, keys, and entry and exit procedure.
16. Performs other related duties as required.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Excellent written and verbal communication skills.
2. Knowledge and proficiency in computer systems and current applications, multiline phone systems and office equipment. Typing speed of 45wpm or more.
3. Ability to take direction, work independently and as part of a team.
4. Ability to work in a busy environment and remain calm, coping with challenging situations, and ability to effectively problem solve.
5. Ability to establish and maintain good interpersonal relationships with staff, clients, visitors, volunteers, donors and community contacts.
6. Ability to organize work and carry out the duties of the position.
7. Personal qualities and attitudes that are welcoming, respectful and appreciative of clients, volunteers, staff, and the larger community.
8. Demonstrate a respect for diversity.
9. Foster team participation and contribute to the goals and activities of Haven Society as well as Administration.
10. Job may include lifting up to 50lbs.
11. Good self-awareness and self-care skills.

**REQUIRED EDUCATION, TRAINING AND EXPERIENCE**

1. Grade 12 or equivalent, plus completion of a program of up to one year in secretarial training, business or office administration.
2. Three years office experience that includes reception and clerical work or an equivalent combination of education, training and experience.
3. A feminist analysis of the dynamics of violence against women.
4. Satisfactory Criminal Record check. Acceptable drivers' abstract and valid driver's license.
5. Experience with Microsoft Office (Excel, Word, PowerPoint, Publisher and Outlook), as well as knowledge of donor databases in general, and Sumac in particular, is an asset.
6. Willingness to complete or completion of Haven Society volunteer training.

**Additional**

This position is required to work in stressful environments often dealing with clients in crisis situations. Functioning independently and frequently under pressure while managing crisis situations are position requirements. Activities may require moderate physical fitness to carry out this position's duties. Evening/weekend work may be required for this position.

Haven Society values diversity and is committed to an inclusionary hiring practice. Haven welcomes applications from women who are indigenous, members of minority groups, women with disabilities, minority sexual preferences, gender expressions or identities and others who may contribute to diversity. Applicants must be female from birth or self-identify as female. All qualified applicants are invited to apply.

*This position requires Union Membership*

**Reply to:**

**Please send your cover letter and resume to:  
hr@havensociety.com**

**Date Posted: April 18, 2024**

**Open Until Filled**