

<b>Position Title: Administrative Assistant/ Receptionist</b>	<b>Competition: 26-06-05</b>
<b>Reports to: Director, business Operations and Development</b>	<b>Salary Rate: Grid 10 \$25.95-\$29.76</b>
<b>Location: Nanaimo, BC</b>	<b>Employer Group: Health Sciences Association</b>
<b>Hours per week: 37.5</b>	<b>Position Status: full time Regular</b>
<b>Shift Schedule: Monday – Friday 8:30am- 4:30pm</b>	<b>Anticipated Start Date: ASAP</b>

**Gender is a bona fide occupational requirement: self-identifying women applicants only please**

**Nature of Position:**

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

**Duties include, but are not limited to:**

1. Maintains the front reception and waiting area and provides a welcoming entrance space. Responding to clients, staff, and contractors as they arrive at the Haven Society, Community Service Building. Responds positively to phone, email, and or in person inquiries and responds as per Agency procedure. Routing to the appropriate staff member as required.
2. Maintains a current knowledge of, and compliance with all Society policies and procedures, including respect of clients' right of privacy and confidentiality as well as 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. Mails prepared bill payments and other correspondence. 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 destinations. In coordination with manager, provides general oversight and management of donations inventory and in/outflow of donated goods, including gift cards. Provide or arrange for pickup and delivery of donated goods as needed. Provide assistance to Manager, Community Engagement Coordinator as needed.
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 the Canada Revenue Authority 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 regarding 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 the manager, arrange or provide regular maintenance, including cleaning, and upkeep of the office, office equipment, and other shared facilities, Provide assistance to maintenance, monitoring and reporting activities, including arrangements 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 requests and ordering from suppliers.
11. Oversees meeting room schedules, and general overview of Agency activities and their locations. Provides assistance in Agency activities as requested, and as time allows; including but not limited to set up and clean up.

12. Ensures that office, meeting rooms, kitchen and other areas are maintained and clean and that the kitchens are always well stocked.
13. Provides orientation and support got new office volunteers. Fosters a team approach and supportive role for our volunteers.
14. Facilitates general communications flow through the creation of contact information, circulation of relevant materials and notices (including news, announcements, or community notices), and tracking of general personnel and client activities as appropriate. May include scheduling and confirming appointments for participating programs.
15. Supports IT onboarding of new staff including emails, keys, instruction on entry and exit procedures.
16. Performs other related duties as required.

## **Required Education, Training and Experience:**

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

## **Required Knowledge, Skills and Abilities:**

- a. Excellent written and verbal communication skills.

- b. Knowledge and proficiency in computer systems and current applications, Teams phone systems and office equipment. Typing speed of 45 wpm or more.
- c. Ability to take direction, work independently and as part of a team.
- d. Ability to work in a busy environment and remain calm, coping with challenging situations and ability to effectively problem solve.
- e. Ability to establish and maintain good interpersonal relationships with staff, clients, visitors, volunteers, donors, contractors and community contacts.
- f. Ability to organise work and carry out the duties of the position.
- g. Demonstrate a respect for diversity.
- h. Job may involve some lifting of less than 40lb

The successful candidate will work in a demanding and stressful environment that sometimes involves clients in crisis situations. The ability to function independently and frequently under pressure is a requirement. Activities may require a moderate level of physical fitness to carry out the duties.

**This position requires Union membership. Full Job Description available upon request.**

<b>Please send your resume and cover letter to: <a href="mailto:hr@havensociety.com">hr@havensociety.com</a></b>	<b>Date Posted: June 5, 2026, open until filled</b>
	<b>Posted both internally and externally</b>