



JOB DESCRIPTION

February 2025

JOB TITLE: Receptionist/Office Assistant – Part-Time, Until the Return of the Incumbent.

Union: BCGEU - Health Services & Support – Community Subsector

Classification Grid: 15 (Wage – Step 1 - \$25.27 to Step 4 - \$27.86)

Benchmark Title: Administrative Support 3 **Benchmark Number:** 80103

Hours: Part-Time 8.00 a.m. – 12 noon, Monday through Friday

Reports to: Executive Director

Job Summary: Provides reception, clerical and office support for the James Bay Community Project.

Typical Job Duties:

1. Reception:
 - Receive visitors, volunteers and participants, directing to appropriate area, program or staff
 - Provide information on JBCP programs and other community resources in Greater Victoria
 - Manage telephone and general email enquiries
 - Sort incoming mail and deliveries for JBCP and tenants; process outgoing mail and deliver to mailbox.
2. Program Support:
 - Register participants for programs and activities
 - Data entry and other administrative support for programs as required
 - Assist with volunteer income tax program
 - Receive, record and submit program monies
 - Assist with JBCP food security programs
 - Provide database entry support for programs as required
 - Orientation of new staff to office procedures and equipment
 - Minute taking when required.
3. General Office Support:
 - Maintain notice boards and information displays
 - Receive and record donations
 - Design posters, registration forms and media ads according to specified format

- Purchase office equipment and supplies
 - Ensure appropriate security procedures are followed in the storage and handling of confidential material
 - Maintain orderly and secure workspace and reception areas
 - Report unsafe or faulty equipment or building safety/security issues
 - Maintain opening procedures for the building
 - Kitchen food safety procedures, including cleaning and sanitizing of equipment and dishes.
4. Perform other related duties as required, as directed by the Executive Director.

Qualifications:

Education and Experience

- Grade 12 equivalent, supplemented by relevant courses in office procedures
- Must have accurate typing skills, minimum of 50wpm
- Previous reception experience essential
- Previous experience in social services setting desirable
- Must have training and work experience in word processing and database applications. Experience with Photoshop desirable
- An equivalent combination of education, training and experience may be considered.

Knowledge, Skills and Abilities

- Punctual, reliable, flexible and adaptable
- Ability to communicate and engage effectively with diverse clientele, staff, visitors and volunteers in a culturally sensitive, respectful and patient manner is essential
- High level of confidentiality and diplomacy required
- Ability to multi-task is essential
- Ability to organize and prioritize own workload is essential
- Ability to work cooperatively as a team member is essential
- Ability to problem-solve and/or redirect issues as appropriate is required
- Excellent oral and written communication skills
- Knowledge of standard office procedures and techniques
- Knowledge of resources, agencies and programs in the community of James Bay and Greater Victoria desirable
- Computer literacy, specifically word processing, desk top publishing and database use.
- Ability to lift up to 25 pounds on occasion for program and building support