



Indian Residential School Survivors Society

413 West Esplanade, Vancouver BC, V7M 1A6

Tel: (604) 985-4464 Fax: (604) 985-0023 Toll Free: 1-800-721-0066

JOB POSTING:

RECEPTIONIST (NORTH VANCOUVER OFFICE)

FULL-TIME

The Receptionist provides a variety of reception and general clerical assistance in the office. S/he maintains various records, files and related filing systems. The Receptionist reports to the Program Supervisor and is responsible for all direct communication. S/he is in charge of telephone communications and reception.

Duties:

- Respond to telephone, e-mail, and in-person inquiries from clients, business partners and other parties
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organization
- Take and record telephone, e-mail, fax or written messages for staff
- Type forms, letters, reports and memos as necessary for all staff of IRSSS as needed
- Receive and distribute all forms of paper correspondence to staff
- Organize, maintain and coordinate office records and files in their proper locations
- Where necessary, assist in the compilation of data for various reports
- Coordinate the logistical aspects of departmental programs such as meetings, seminars, workshops, projects and events
- Arrange and book meetings in boardrooms, off-site conference halls and other locations; ensure the appropriate presentation equipment is there
- Present a positive and professional image of the organization to all visitors, suppliers, inquiries and other interactions
- Provide information to staff and/or clients about special activities
- Ensure all forms and reports are complete as needed
- Ensure that the appropriate evacuation procedures are carried out in the event of an emergency
- Observe and report any security issues to the Executive Director
- Administer and manage inbound/outbound mail, including priority post, packages, courier services and other correspondence
- Purchase office supplies as needed
- Maintain the reception in a tidy and presentable manner

Qualifications:

- Minimum 3 years' experience in performing reception and front desk activities.
- High school Graduate or Certificate in Office Administration or equivalent
- Knowledge of the history and impacts of residential schools
- Strong organizational, communication and teamwork skills
- Well versed in managing multiple phone line system and handle multiple incoming calls
- Excellent knowledge of Administrative and Clerical procedures
- Ability to deal with individuals in manner that shows cultural sensitivity, tact and professionalism
- Demonstrates personal and professional boundaries

Additional Requirements:

- Computer literacy, basic computer skills and knowledge of Microsoft Office and Internet Explorer
- Ability to lift items as heavy as 20 kilograms
- Set up reception area for staff and visitors
- Demonstrate a wellness-based lifestyle
- Must undergo a Criminal Record Check

Term: Full-Time Position

Salary: TBD depending on education and experience.

Posting Deadline: August 30, 2016

Please send resume, cover letter and references to:

Cindy Lindley, Executive Director

413 West Esplanade, North Vancouver, BC V7M 1A6

Fax: 604-985-0023 Email: reception@irsss.ca

No phone calls please. Only those applicants short-listed will be contacted.

Preference will be given to Aboriginal Applicants.