



August 22, 2023

Job Posting #: 03-2023_ADM

EXTERNAL AND INTERNAL JOB POSTING
Nelson CARES Society
Position: Front Desk Receptionist
Location: Nelson BC
Classification: Permanent Part Time (28 Hours per week)

Nelson CARES Society (NCARES) is a not-for-profit organization that provides programs and initiatives in housing, employment, legal information, and support services.

Job Summary: Acts as the Society receptionist.

This is a benefited position upon successful completion of the probationary or trial period.

Duties and Responsibilities:

Reception:

- a. Welcomes visitors and clients to the Society's offices and directs them as needed.
- b. Supports clients with information, referrals, and various materials upon request.
- c. Answers telephone and responds to queries.
- d. Directs all calls for all programs of Nelson CARES Society.
- e. Tracks all incoming client queries, appointments and calls for Advocacy.
- f. Calls back clients on behalf of the Advocates.
- g. Manages monthly Advocacy spread sheet.
- h. Maintains confidentiality and a safe environment for clients and visitors.
- i. Receives and distributes mail, lock box drop-off, fax, courier, and supply deliveries.
- j. Maintains a pleasant lobby environment, cares for plants, and restocks free basket.
- k. Replenishes all handout publications as needed.
- l. Aids and provides information to people enquiring about housing.
- m. Directs and supports tenant inquires.
- n. Enters maintenance requests into Arcori as needed.

Provides general administrative support:

- a. Orders office supplies and kitchen and janitor supplies.
- b. General overview & upkeep of reception area, supply area, supply closets, etc.
- c. Assist with special projects as required.
- d. Maintains first aid supplies and kits.

Qualifications:

A minimum of 2 years of experience in office administration, plus some experience in the Social Services field or related educational background.

Job Skills and Abilities:

1. Superior verbal and written communication skills
2. Respectful, clear, and helpful telephone and greeting manner.
3. Excellent computer skills with proficiency with a diverse range of software programs.
4. Ability to deal with people in crisis in a non-judgmental and confidential manner.
5. Ability to manage a wide range of requests and interruptions throughout the course of a day.
6. Superior organizational skills.

Compensation : \$19.90/hr (JES Grid Level 1)

Start Date : As soon as possible

Days and Hours : Monday to Thursday from 8:30 am to 12 pm/1 pm to 4 pm

Application Deadline : Ongoing until filled

Please e-mail a cover letter and current resume with e-mail addresses of three references to:

Human Resources Coordinator

Email: recruitment@nelsoncares.ca

(Please indicate position and job posting number on the subject line)

Nelson CARES Society is an equal opportunity employer. Only short-listed external candidates will be contacted. All internal applicants will be contacted as to the status of their applications. Job description is available upon request.