



May 14, 2026

Job Posting #: 08-2026_ADM

EXTERNAL AND INTERNAL JOB POSTING
Nelson CARES Society
Position: Administration Assistant-Receptionist
Location: Nelson BC
Classification: Temporary Fixed-Term (28 Hours per week)

All administration staff are employees of Nelson CARES Society. Agency values are based on social justice, safety, dignity, respect for diversity, and equity. Activities are carried out within an anti-poverty, anti-oppressive and anti-violence context. Confidentiality is expected at all times.

This position is a temporary fixed-term role intended to provide coverage during an employee leave. Your employment will end on **June 14, 2026**. Due to current staffing levels and operational requirements, Nelson CARES Society utilizes temporary contracts in certain circumstances to ensure continued operational support and service delivery.

Job Summary: Acts as the Society admin assistant/receptionist.

Duties and Responsibilities:

1. 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 respond to queries.
- d. Tracks and 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 and/or directs to people to the Affordable Housing program.
- m. Directs and supports tenant inquires.
- n. Develops and updates manuals, booklets, and brochures for our programs.
- o. With direction from Operations Manager and/or Executive Director develops and produces internal communication materials, signage, and resources.
- p. Enters maintenance requests into Arcori as needed.
- q. Petty cash reconciliation

1. Provides general administrative support:

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

Qualifications:

A minimum of 2 years' 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 : \$23.00/hr (JES Grid Level 3, Step 1)

Start Date : As soon as possible

Days and Hours : Monday to Thursday

Application Deadline : Wednesday, May 20th 2026

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

Human Resources

Email: operationsmanager@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.