

NSMS JOB DESCRIPTION

POSITION TITLE: Relief Receptionist
REPORTS TO: Operations Manager

SUMMARY

Under the direction of the Operations Manager, the Relief Receptionist answers the phone and responds to walk in clients by directing them to the appropriate person or service. Provides general office support for the organization; and clerical assistance to the Settlement Team. This is an on-call position.

DUTIES

Administrative

1. Answer the phone and greet walk-in clients, provide information regarding NSMS programs and services to clients, and direct them to the appropriate staff person.
 2. Provide clerical support to the organization – sort and send out mail, couriers, typing, and general office duties, organize managers' circulation file.
 3. Book appointments using Outlook for all Settlement Team members.
 4. Assist the Settlement Team with clerical support. Assist in setting up rooms for workshops.
 5. Have a general knowledge of all programs and events occurring.
 6. Collect payment for fee-for-service programs and issue receipts.
 7. Order business cards, office supplies and specialty items for all programs.
 8. Have a good knowledge of the phone system and photocopiers.
 9. Perform other duties, as assigned by the Operations Manager.
 10. Attend and take an active role in department and all-staff meetings.
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ADDITIONAL INFORMATION

1. Supervision Received: This position is under the direction of the Operations Manager
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2. Work Schedule: on-call, part-time
3. Equipment Used: IBM personal computer, software applications (word processing, spreadsheets, and databases), standard office equipment.
4. Orientation Period: A reasonable period to learn this position at an adequate level would be 2 months.
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QUALIFICATIONS

1. Minimum Qualifications

- Knowledge: Must have a good working knowledge of NSMS activities, standard office equipment and software applications (MSWord - word processing, MS EXCEL - spreadsheets and Access - databases).
- Education: High school graduate required. Post-secondary education and completion of an appropriate combination of courses and experience in administration or office technology would be an asset.
- Skills: Good organizational ability, attention to detail skills, excellent communication and computer skills.
- Experience: Experience in organizing and maintaining standard office procedures.
- Personal Suitability: Highly organized, tactful, and flexible. Able to multi-task in a fast paced environment.

2. Desirable Skills/Experience

Experience working with individuals from diverse cultural backgrounds.
Good conflict resolution skills.
Farsi speaking an asset.

Salary \$12.00 hour

Respond by March 19, 2010: Coordinator Hiring Committee
207-123 East 15th Street,
North Vancouver, B.C.V7L 2P7
Fax: 604-988-2960
Email: staciel@nsms.ca

North Shore Multicultural Society is an equal opportunity employer
Thank you for your interest, only short listed applicants will be contacted.
