



Reception/Administrative Assistant

Role Details

Department:	Support Services	Date:	November 2019
Reports to:	Manager, Programs & Operations	Hours:	Full-Time

Job Purpose

The Reception/Administrative Assistant is responsible for reception duties and is the first line of contact to our visitors and members both over telephone and face to face. This role plays an integral part to ensure that all operations activities of the office run smoothly with adequate supplies and completes administrative tasks in a timely manner.

Core Responsibilities

Reception

- Welcomes visitors in person or on the telephone, answering or referring inquiries.
- Facilitates the needs of all walk-in traffic related to CORE, Membership, merchandise, and lottery tickets.
- Maintains security and directs visitors by following procedures; monitoring logbook; issuing visitor badges.
- Maintains safe and clean reception area.

Administration

- Handles cash or credit transactions and processes merchandise orders.
- Processes letter mail/correspondence and distributes to each department.
- Facilitates outgoing office correspondence including couriers, letter mail, emails, etc.
- Maintains all office equipment, including troubleshooting or making service calls.
- Keeps an up to date directory of internal and external contacts.
- Orders, replenishes, and keeps inventory of office supplies and materials.
- Ensures common areas and warehouse are kept tidy and organized.
- Assists with Raisers Edge and Access database administration, including data entry, reports, queries, payment processing, membership renewals, etc.
- Facilitates filing and archiving of operational and financial files, in accordance with established procedures.
- Assists with event planning and attends trade shows and outreach events when needed.
- Other duties as assigned.



Competencies and Skills

Work Experience:

- At least two years' previous administration and customer service experience, preferably within a membership-based charitable, non-profit environment.
- Experience working with non-profit Boards, committees and volunteers.
- Previous experience working with fundraising and/or membership databases (ideally Raisers Edge and Access) is a plus, but not a requirement.
- Proficiency working in a Windows/Microsoft environment, including Word, Excel, Outlook, PowerPoint & Access, and Adobe Acrobat

Knowledge, Skills and Abilities:

- Clear and concise phone manner.
- Demonstrated organizational skills to effectively prioritize workload and meet deadlines.
- Effective interpersonal and organizational skills and the ability to maintain effective working relationships.
- Previous experience handling/managing cash and cash management/inventory systems.
- Ability to keyboard at 50 WPM.
- Ability to handle confidential information with tact and discretion.
- Demonstrated ability to work effectively, both independently and as part of a team.
- Intermediate skills using a variety of computerized software packages such as Microsoft Office Suite (e.g., Excel, Access, PowerPoint, Outlook), related databases and Internet.
- Strong personal alignment with BCWF's mission, goals and values

Education:

- Post-secondary education or formal training in Office Administration and/or customer service (Certificate or Diploma preferred)

The BC Wildlife Federation office is based in Surrey, conveniently located close to Hwy 1 and the Golden Ears Bridge. Bus stops are also nearby. Occasional evenings, weekends and extended hours may be required to accommodate activities and events of the association.

We kindly ask that applications be sent by email only—no fax or mail applications please—and request that you do not phone. Due to the high number of applications we receive, only applicants who are selected for an interview will be contacted.

We sincerely thank all applicants for their interest in the BC Wildlife Federation.