



Reception/Administrative Assistant

Role Details

Department:	Operations	Date:	November 2022
Reports to:	Director, Programs & Operations	Hours:	Full-Time

Job Purpose

The B.C. Wildlife Federation (BCWF) is currently seeking a full-time Reception / Administrative Assistant to work at our Surrey office. 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 integral role ensures that all operational activities in the office run smoothly with adequate supplies and completes administrative tasks in a timely manner. We are looking for a passionate and driven individual with a strong personal alignment with BCWF's mission, goals, and values.

The B.C. Wildlife Federation (BCWF) is a province-wide non-profit charitable association with over 40,000 annual members that consist of hunters, anglers, and conservationists. Our organization represents the interests of British Columbians whose aims are to conserve and protect BC's fish, wildlife, and habitat for present and future generations. To learn more about the BCWF, check out our website at www.bcdf.bc.ca.

The office is conveniently located close to Hwy 1 and the Golden Ears Bridge. Standard hours of work are Mon-Fri, 8:00am – 4:00pm. Occasional evenings, weekends and/or extended hours will be required to accommodate activities and events.

This position works in our office full time, there is no work from home option. Compensation for this position is \$18 per hour with a full and comprehensive benefits and vacation package upon completion of 3-month probationary period.

Our goal is to support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (2SLGBTQAI+), persons with disabilities, and others who may contribute to the diversity of our workforce, are encouraged to express their interest.

Application:

To apply, please send the following documents as a single word or pdf file no later than **Sunday, November 13th at midnight** to: jobs@bcwf.bc.ca

Please include both a cover letter and resume.

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 B.C. Wildlife Federation. For other career opportunities, please visit our website - www.bcdf.bc.ca

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 BCWF programs including CORE, Membership, merchandise, and lottery tickets
- Handles incoming mail, shipping and receiving
- Liaises with all departments for mail, shipping, and other misc. office needs
- Maintains security and directs visitors by following procedures, monitoring logbook, and issuing visitor badges
- Maintains safe, clean reception and administration areas including common areas and warehouse

Administration

- Processes cash or credit transactions as well as merchandise orders and performs minor accounting duties related to reception
- Processes incoming and outgoing communications by email, or mail via regular post or courier
- Maintains all office equipment, including troubleshooting and making service calls
- Keeps an up-to-date directory of internal and external contacts
- Orders, replenishes, and keeps inventory of office supplies and materials
- 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:

- Minimum two years' previous administration, reception, and customer service experience, preferably within a membership-based charitable, non-profit environment.
- Previous experience working with customer resource management (CRM) 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:

- Must have experience handling/managing cash and cash management/inventory systems
- Must adhere to policies regarding confidentiality, information security, privacy, and compliance
- Intermediate skills using a variety of computerized software packages such as Microsoft Office Suite (e.g., Excel, Access, PowerPoint, Outlook), related databases and other computer related systems and tools
- Ability to:
 - communicate clearly and concisely
 - multitask in a busy office environment
 - keyboard at 50 WPM
 - work effectively, both independently and as part of a team
 - effectively prioritize workload and meet deadlines
 - maintain effective interpersonal and organizational skills
 - maintain effective working relationships

Education:

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