

### Administrative Assistant (Part-Time)

#### Role Details

<b>Department:</b>	Operations	<b>Contract Type:</b>	Part-Time
<b>Reports to:</b>	Director of HR & Operations	<b>Start Date:</b>	ASAP
<b>Compensation:</b>	From \$19/ hour	<b>End Date:</b>	N/A

#### About The B.C Wildlife Federation

The B.C. Wildlife Federation (BCWF) is British Columbia's leading conservation organization. As a province-wide, member-driven charitable organization, with over 43,000 members and more than 100 member clubs, our organization represents the interests of all British Columbians who aim to protect, enhance, and promote the wise use of the environment for the benefit of present and future generations.

#### Job Overview

The Administrative Assistant is responsible for reception duties and is the first line of contact to our visitors and members both over the 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 office is conveniently located close to Hwy 1 and the Golden Ears Bridge. Standard hours of work are Mon-Fri, 8:00am – 4:00pm.

#### **This role is 100% in-person**

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 (2SLGBTQIA+), persons with disabilities, and others who may contribute to the diversity of our workforce are encouraged to express their interest and apply.

**Qualified candidates may submit their resume and cover letter as a single PDF document via email to: [Jobs@bcwf.bc.ca](mailto:Jobs@bcwf.bc.ca). Please indicate candidate's name in the subject line. E.g. AdminAssistant\_FirstName\_LastName.**

**We will review applications and conduct interviews on the rolling basis, and we encourage applicants to apply early.**

#### 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 Conservation and Outdoor Recreation Education (CORE), Membership, merchandise, and lottery tickets
- Handles incoming mail, shipping and receiving
- Liaises with all departments for mail, shipping, and other miscellaneous office needs

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- 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
- Provides administration support to CORE Programs and Membership
- 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
- 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