

Kitsilano Neighbourhood House Administrative Clerk

Job Purpose:

The Administrative Clerk interacts and engages the public. This is a wide-reaching but flexible position that covers three main areas: administration, light accounting and space rental. This is a Full-time position, 35 hours per week.

Duties and Responsibilities:

Administration

- Front line reception: answering phones, providing information and referrals, directing calls to appropriate staff, greeting people coming in the door, handling email inquiries
- General administrative support
- Assist and orient front office volunteers where necessary
- Program registration
- Assist with set-up of all House-wide events, staff workshops, and meetings as requested. This includes events and meetings outside of the regular works schedule.
- Troubleshoot office technology – fax, copier, phone maintenance
- Other admin duties as requested by the Operations Manager and/or Executive Director

Accounting

- Accept fees and issue receipts for services and/or programs,
- Create client files in ACCPAC
- Handle daily reconciliation of cash/receipts
- Process accounts payable

Rental Support

- Flexibility to work shifts to accommodate evening and weekend rentals
- Process and review contracts with renters
- Set up Audio/Video equipment
- Showcase rental spaces to potential renters
- Sell the wedding packages and provide follow up services to clients.

Qualifications

- Minimum of 2 years office experience
- Excellent verbal and written skills with highly developed interpersonal skills; tact, diplomacy, and flexibility in working with a diverse population
- Intermediate level proficiency in Microsoft Office, especially Outlook, Word, Excel, Publisher and Access
- Experience in handling financial transactions
- Prior database management experience

- Ability to solve problems and react quickly to situations and inquiries
- Ability to create and maintain meaningful relationships with community members, and partnering agencies
- 2nd language and/or experience working in a multicultural environment an asset
- Creative flare an asset
- Ability to work flexible shifts to cover sick and vacation leaves
- Demonstrated initiative to manage multiple priorities with ease and have an increased attention to details.
- Basic understanding of sales principles and customer service practices.

We offer a challenging, team-oriented work environment, competitive income and benefits, and opportunities for professional and personal development and growth.

Job Details:

Salary: \$17.12 – \$18.10/ hour

Schedule: Tuesday to Thursday, 2:30-10:30pm, Friday to Saturday, 9am-5pm, can vary on service demand

Location: Kits House 2305 West 7th Ave, Vancouver

Closing Date: April 30, 2017 9am.

Submit resumes and cover letters by email to christaw@kitshouse.org

***** No phone calls please *****

We thank all applicants; however, only those candidates to be interviewed will be contacted. Previous applicants need not apply.

Association of Neighbourhood Houses of BC (ANHBC) is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position.

Our total compensation and benefits package reflects our commitment to our staff and their family.

For more information about ANHBC and the Kitsilano Neighbourhood House, please visit www.anhbc.org.

We thank and acknowledge all applicants and will proactively contact those selected for interviews.

ANHBC Member Houses:

Alex NH, Cedar Cottage NH, Frog Hollow NH, Gordon NH, Kitsilano NH, Mount Pleasant NH, South Vancouver NH and Sasamat Outdoor Centre