



ALEXANDRA NEIGHBOURHOOD HOUSE
2916 McBRIDE AVE
SURREY, BC V4A 3G2

Employment Opportunity Posting

Position: Coordinator, Facility Bookings & Special Events
MATERNITY LEAVE – ONE YEAR

Position Purpose: The Coordinator, Facility Bookings & Special Events (FB&SE) is an energetic, personable and committed individual who works to ensure the effect and efficient delivery of rental and catering services for overnight groups, day rentals and long-term rental groups, the purpose of which is to secure revenues to support Alexandra Neighbourhood House operations and to provide a community service. The position also takes the lead on in house special events such as Alexandra Festival and Holiday Craft Fair. He/she is responsible for ensuring that facility and catering services are provided in support of the Alexandra Neighbourhood House mission. He/she is also responsible for internal facility booking and supervision of the Custodian (weekend caretaker) in collaboration with Property Manager. The Cdr. FB&SE will sometimes be required to provide support for bookkeeping, purchasing, payroll administration, product sales, reception services and general administration.

Duties & Responsibilities:

The Cdr. FB&SE has the following responsibilities:

- 1) Ensure high standard implementation of administrative, scheduling/booking, bookkeeping and customer service aspects of external rental/catering activity for short-term overnight rentals, day rentals and long-term rentals, including ensuring appropriate rental agreements, invoicing and follow-up for all rental groups.
- 2) Work collaboratively with program team to ensure access to facilities for ongoing program activities and/or special events, managing internal bookings
- 3) Ensure compliance with internal policies and procedures and external regulatory requirements pertaining to all rental and catering services/facilities (e.g. food safe and public health requirements).
- 4) Develop procedures and systems improvements to support rental and catering activities, and assist to develop policies for rental and catering activities.
- 5) Plan, implement and evaluate marketing efforts to support rental and catering activities, with the goal of increasing revenues.
- 6) Liaise with Fraser Health inspectors and coordinate site visits/inspections, and report back to Director, Core Operations to.
- 7) Monitor, report on, and mitigate variances in collaboration with the Director, Core Operations. Assist in the development of the annual budget within areas of responsibility.
- 8) Ensure up to date Alex NH inventories pertaining to facilities, in collaboration with the Director, Core Operations and other relevant staff.
- 9) In consultation with supervisor - recruit, hire, schedule, and supervise Evening/Weekend Custodian/Caretaker, and schedule in consultation with Property Manager.
- 10) Train, supervise, schedule and evaluate volunteers/practicum students within areas of responsibility.
- 11) Other duties as requested, including payroll administration, bookkeeping, purchasing, product sales, reception services and support for special events.

Association of Neighbourhood Houses of Greater Vancouver
Member Houses: Cedar Cottage, Crescent Beach Community Services, Frog Hollow,
Gordon House, Kitsilano, Mount Pleasant, South Vancouver and Sasamat Outdoor Center



MEMBER
ASSOCIATION OF
NEIGHBOURHOOD HOUSES BC



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Qualifications:

- Post-secondary education or technical courses in business, not for profit management, finance, business and/or office administration. (e.g., business administration, hospitality sales, facilities management, tourism, etc.) or equivalent education/training and experience. BA preferred.
- At least 3 years of relevant experience, including at least 1 year supervisory experience
- Knowledge/skills and experience in accounting/bookkeeping, business administration, marketing, facilities management and administration, general administration; *exceptional* customer service/hospitality sales knowledge and skills
- Proficiency with computers (Mac system preferred) and computer software including accounting/payroll programs, Microsoft Office (Word, Excel, etc.), email, internet, Filemaker Pro, In Design, and/or Adobe products.
- Demonstrated experience working in a fast-paced office environment with strong written and oral communication skills.
- Demonstrated experience ensuring accuracy, working to deadlines, setting priorities, and managing multiple/diverse tasks
- First Aid certificate (Level 1 Occupational First Aid)
- Food Safe Level 1 Certificate (Level 2 preferred)
- Criminal record clearance

Desired (but not required) qualifications:

- *Specialized training in customer service/hospitality sales/marketing*
- *A second language of relevance to the customer/client base and experience working with culturally diverse clients, customers, etc.*
- *Experience working in a non-profit, community-based organization*
- *Experience working in a camp or retreat/conference centre*

A successful candidate will embody creativity, flexibility, resourcefulness, entrepreneurial spirit, and commitment to learning and growth.

Ability to work with community and ability to respect and work with a diverse range of employees, contractors, volunteers/students, clients, customers and community members of all races, all religions, all cultures, all sexual orientations, all abilities and all economic levels.

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Submit Resumes to: Rita Frederiksen, Director, Core Operations
rfrederiksen@alexhouse.net no phone calls please

Closing Date: **MAY 24TH, 2019**

Hourly Wage: Band 8 Base

Terms of Employment: 35 hours a week Full Time

Successful candidate is expected to start June 3, 2019

*** We thank all applicants; however only those short-listed will be contacted**
We are an equal opportunity employer

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