

## **Front Desk · Office Administrator**

Kitsilano Neighbourhood House  
(Internal/External)

### **Kitsilano Neighbourhood House & ANHBC**

The Association of Neighbourhood Houses of BC (ANHBC) builds healthy and engaged neighbourhoods by connecting people and strengthening their capacity to create change.

ANHBC is the legal entity and umbrella organization made up of eight neighbourhood houses, an outdoor camp and central services. We operate more than 300 community-based programs and services for a diversity of participants. At ANHBC, we are committed to Reconciliation, Decolonization and Anti-racism. Together with community, we build strong and supportive relationships at welcoming and inclusive sites throughout Metro Vancouver. To learn more about ANHBC, visit [www.anhbc.org](http://www.anhbc.org)

ANHBC is currently seeking a Front Reception/Office Administrator who shares [ANHBC's values](#) to join our [Kitsilano Neighbourhood House](#) team. Neighbourhood houses are highly collaborative with a strong team framework. The right person for this position is passionate about community development, social justice and is values-aligned with our organization.

Kitsilano Neighbourhood House (KNH) serves communities across Vancouver's west side, providing a broad range of programs, services, and support developed to meet the needs and dreams of the community. We are community builders and place makers, connecting people, ideas, and opportunities.

### **About You**

Kitsilano Neighbourhood House is looking for enthusiastic, dedicated, effective team members for the position of Front Desk Office Administrator. The successful candidate is community-minded individual who is passionate about working with all members of the community in a diverse, multi-cultural, and energetic environment. You enjoy working in many different aspects of programs and operations, and thrive when working on diverse projects and initiatives.

### **About the Position**

The Front Desk Office Administrator is a front-facing position who interacts and engages the public. This is a wide-reaching but flexible position, spanning a large scope and having impact in many areas of the organization. Responsibilities include customer service, administration, communications, light accounting, programming support and rental management. This is a full-time in-person position, 35 hours per week.

### Responsibilities include:

- Provide a safe, welcoming and inclusive environment for all community members
- Engage with and provide exemplary customer service to a diverse group of community members including seniors, youth, children and families
- Reception and customer service including answering phones, directing calls, monitoring email, program and membership registration and fee processing, and supporting members and the public with general inquiries and support
- Assist and orient front office volunteers where necessary
- Assist with set-up of all House-wide events, staff workshops, and meetings as requested. This may include events and meetings outside of the regular work schedule
- Create and disseminate program advertisements for events and programs, including management of the community board
- Develop communications content to promote current programs, services, events, and fundraisers
- Support the mission and vision of Kits House through internal and external communications development and coordination including through social media
- Create client files in ACCPAC and process accounts payable
- Handle daily reconciliation of cash/receipts
- Support and coordinate space rentals, including liaising with renters, showcase of rental spaces, processing and reviewing contracts, audio/video equipment setup, and on-site rental support
- Support individuals in accessing social, economic, recreational, and educational services and resources in the community
- As required, represent Kitsilano Neighbourhood House in community outreach initiatives and events

### Skills & Qualifications

- Minimum of 2 years office experience
- Exemplary verbal and written skills with highly developed interpersonal skills
- Excellent customer service, organizational, administrative, listening, written, verbal, and cross-cultural communication skills
- Understanding of community issues including mental health challenges, and how to work with barriers faced by community members
- Intermediate level proficiency in Microsoft Office suite including Outlook, Word, SharePoint, Teams, and Excel; Proficiency in Adobe InDesign, Photoshop and ACCPAC are assets
- Demonstrated ability to manage multiple priorities, with keen attention to detail
- Experience in handling financial transactions; Prior database management experience an asset
- Ability to manage challenging situations and problem solve within inclusive environments
- Ability to create and maintain meaningful relationships with community members, and partnering agencies



- Great team player, with effective interpersonal skills and the ability to take initiative & adapt/change priorities according to changing situations and to set strong personal boundaries
- This position may be required to assist with set-up of tables, chairs and other room equipment. Requires lifting up to 25lbs

### **Hours & Location**

35 hours per week, Monday to Friday with a flexible afternoon schedule from 1:30-9:00pm

- Ability to work flexible hours – may require evening and weekend work
- Ability to work outdoors on occasion
- This position requires in-person presence at Kitsilano Neighbourhood House

### **Working Conditions**

The candidate should be in good physical health to meet the demands of the position, which may include walking, some lifting and moving supplies, and occasional setting up of tables and chairs

### **Salary & Benefits**

\$23.16-\$24.81 per hour (OP2 Annual Salary \$42,319-\$45,334), with generous benefits package including Municipal Pension Plan, Extended Health and Dental, Vacation and Sick Leave, and Employee and Family Assistance Program.

### **How to Apply**

All qualified individuals who share our values are encouraged to apply with resume and cover letter by Sunday, July 28,2024 to [christaw@kitshouse.org](mailto:christaw@kitshouse.org) with the subject line: *Front Desk Office Administrator*

The Association of Neighbourhood Houses of BC is an equal opportunity employer. We place a high value on equity, diversity and inclusion. We encourage individuals who are Indigenous, Black, and People of Colour (IBPOC), individuals with disabilities, and members of the LGBTQIA2S+ communities to consider applying for the position.

To help us track our recruitment effort, please indicate in your cover letter where you found this posting. We thank and acknowledge all applicants and will contact those selected for interviews. No phone calls please.

We acknowledge that our houses, camp and central services office are situated on the stolen, traditional, ancestral and unceded territories of the Coast Salish people including the Musqueam, Squamish, Semiahmoo, Kwantlen, Tsleil-Waututh, Kwikwetlem, Tsawwassen and Sto:lo Nations.

*Association of Neighbourhood Houses British Columbia Member Houses  
Alex NH, Cedar Cottage NH, Frog Hollow NH, Gordon NH, Kitsilano NH, Marpole NH,  
Mount Pleasant NH, South Vancouver NH and Sasamat Outdoor*

