



# SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

6470 Victoria Dr., Vancouver, BC V5P 3X7 ph: 604-324-6212 fax: 604-324-6116 website: [www.southvan.org](http://www.southvan.org)

Welcome Bienvenue Chào mừng Quý Vị Bienvenidos 환영합니다

## Front Desk Support Worker – On call Internal/External Job Posting

**South Vancouver Neighbourhood House (SVNH) is on the unceded, occupied, ancestral, traditional, and stolen homelands of the Coast Salish Nations, the xʷməθkʷəy̓əm (Musqueam), Skwxwú 7mesh (Squamish), and Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations.**

South Vancouver Neighbourhood House is looking for a Front Desk Support Worker for our front desk department. This is an on-call position. The Front Desk Support Worker position is the first point of contact at the Neighbourhood House. This role is responsible for creating a welcoming environment, greeting people who visit our Neighbourhood House and providing information about SVNH programs and services.

### Role and Responsibilities:

- Create a welcoming environment, greet visitors to SVNH and provide information on our program and services, and provide referrals to other community resources
- Answer and direct telephone calls in a friendly, professional manner and determine callers' needs
- Monitor and manage front desk email communications, ensuring timely responses and appropriate follow-up with clients and community members
- Perform general administrative tasks such as photocopying, faxing, and data entry as assigned
- Maintain general awareness of the lobby area and who is in the building including staff, volunteers, and members of the public to help support a safe and inclusive environment
- Cash Handling including collecting fees and donations, issuing receipts, and reconciling the cashbox
- Enter and maintain membership information in the Sumac database
- Work with program staff to maintain accurate and up-to-date program binders
- Manage the sign-out and return process for equipment and building keys, ensuring proper tracking and accountability
- Monitor inventory levels of front desk supplies and notify the Front Desk Coordinator of replenishment needs
- Maintain a clean, orderly, and safe work environment by ensuring the office, lobby, and washrooms are tidy; bulletin boards and brochure racks are up-to-date and organized; the front desk storage closet is clean
- Arrange appointments and maintain a waitlist for the income tax program
- Provide support and training to volunteers as needed
- Other duties as required

### Qualifications and Skills:

- This is an entry-level position
- Strong communication skills and understanding of English; a second language is an asset
- Basic computer skills, including proficiency with Outlook 365, Microsoft Office (Word, Excel), and data entry
- Comfortable operating a multi-line phone system and office equipment (e.g., photocopier, fax, scanner)
- Strong organizational and time management skills with the ability to prioritize tasks
- Ability to take directions, follow through on tasks, and use sound judgment to seek guidance when needed
- Ability to work both independently and as part of a team in a busy and multicultural environment
- Must be available during evenings and weekends

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## Building Better Neighbourhoods Together Since 1977





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- Clear criminal record check

**Compensation:** \$21.47 per hour

**Application Period:** July 10<sup>th</sup> to July 20<sup>th</sup>

**Job Start Date:** August 5<sup>th</sup>, 2025 (Approximate)

**Please send cover letter and resume by email with subject Front Desk Support Worker On Call by July 20<sup>th</sup> to:  
Veronica Wong – Front Desk Coordinator, [veronica.wong@southvan.org](mailto:veronica.wong@southvan.org)**

ANHBC is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to apply. **Only short-listed candidates will be contacted for an interview. No phone calls please.**

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