

Job posting

REFERRAL & RECEPTION ASSISTANT

Overview of Burnaby Community Connections

Burnaby Community Connections is dedicated to connecting people, services and community. Founded in 1971, we offer a wide range of programs including services to assist people in accessing community resources, provide support to families with low income and help seniors maintain a healthy and independent lifestyle. For information about the society, please visit www.burnabycommunityconnections.com.

Purpose of the position

The Referral & Reception Assistant (Assistant) is a front line staff position assisting clients with information inquiries and various registration processes.

Summary of Duties and Responsibilities

- Provide information and referral to community resources and services over the phone, in person, and via e-mail.
- Help maintain our database of community resources and services information.
- Assist with the production of various information publications such as brochures, posters, guides, and directories
- Greet guests to the office and direct phone calls to appropriate staff.
- Perform general reception duties for the office and various clerical tasks as needed.
- Other duties that may be assigned.

Qualifications

- Superior communication in English (verbal & written).
- Exceptional interpersonal skills.
- Strong organization and time management skills.
- Ability to work effectively under pressure.
- Ability to deal with diverse groups of people.
- Ability to work independently as well as in a team.
- Experience in an office setting and working with general office equipment.
- Thorough knowledge and experience of MS Office, including Excel and Access.

Additional Assets

- Familiarity with Adobe Illustrator, InDesign, Flash and/or Dreamweaver.
- Knowledge of Information and Referral, Library & Information Technology or relevant exposure to information services, databases, and classification practices.
- Ability to communicate strongly in a language other than English (please specify what other languages you can communicate in and indicate your fluency level).

Terms

This is a full-time, permanent position. The wage range for a level one-assistant position within our agency is \$9-\$15 per hour with a 35 hour work week, plus generous benefits.

Application Details

Please send resume with cover letter to:

Marney Godkin

Burnaby Community Connections

204-2101 Holdom Ave

Burnaby, B.C., V5B 0A4

Fax: 604-299-3755

E-mail: marney@burnabycommunityconnections.com.

The application period begins on January 8th, 2010 and continues until a suitable candidate is identified. Only short listed candidates will be contacted. Burnaby Community Connections wishes to extend thanks to all applicants.

Burnaby Community Connections Society provides equal opportunity in employment actions without regard to race, religion, colour, national origin, sex, disability, veteran status, marital status, sexual preference, and other characteristic or status as provided by applicable federal law.