



JOB POSTING

Reception/Administrative Assistant

About The Coastal First Nations – Great Bear Initiative:

The CFN-GBI is a not-for-profit Society established in 2003 that is owned and operated by a unique alliance of First Nations on British Columbia's North and Central Coast and Haida Gwaii. The principal goal of this group is to restore and implement ecologically, socially, and economically sustainable resource management approaches on the Central and North Coast and Haida Gwaii. To learn more about us at www.coastalfirstnations.ca

PROTECTING OUR COAST. BUILDING OUR ECONOMY.

A unique alliance of nine BC First Nations, creating jobs for the future and protecting the Great Bear Rainforest.

Who we are looking for:

We are looking for a professional, personable individual who will warmly greet and assist our community members, staff and guests at the reception desk. This role also provides comprehensive administrative support to the Operations Team, managers, employees, committees and the Board of Directors. You are detail-oriented, highly organized and are able to work with tight deadlines. In this role you will create and maintain paper and electronic filing systems, oversee the boardroom scheduling process, manage electronic and physical mail and provide administrative support as needed. You are tactful, emotionally intelligent, eager to make a positive impact, have a passion to help others and crave meaningful work.

What we offer:

We offer meaningful work. We give back to our communities, our land, our sea, our economy, and our environment. In addition to working with an inclusive, supportive, caring group of people, we offer a competitive compensation package which includes:

- Three (3) weeks annual vacation
- An additional two (2) weeks paid time off during the festive season
- One (1) additional paid week off for cultural/family leave
- A generous registered pension plan
- A healthy extended benefit plan
- A chance to make an impact while being part of a progressive, dynamic team

About the position:

Position: RECEPTION/ADMINISTRATIVE ASSISTANT
Reports to: DIRECTOR OF OPERATIONS
Location: VANCOUVER, IN PERSON
Start Date: IMMEDIATELY
Salary range: \$46,000 to \$48,000 per annum (negotiable, commensurate with experience)
Status: FULL-TIME, PERMANENT

Responsibilities:

The Reception/Administrative Assistant position is responsible for key functions.

Provide Reception Services

- Handle incoming phone calls by providing assistance, addressing inquiries, and relaying messages to the relevant staff and program managers. This may involve managing calls for multiple office locations once phone systems are interconnected.
- Supervise and maintain the phone system, ensuring its functionality and efficiency. This includes gathering feedback from staff, verifying smooth operations, and updating phone greetings to reflect seasonal and unexpected closures. Provide troubleshooting support to staff and report any issues requiring resolution.
- Welcome and assist visitors and guests by determining their intended destination, guiding them to the appropriate staff or meeting room, and offering refreshments during their wait.
- Address general inquiries by promptly responding and determining the specific needs of the individuals, whether it be providing information, referrals, or directions.

Manage Office Services and Boardrooms

- Ensure the reception, boardrooms, kitchen, and photocopy room areas maintain a clean and professional appearance. Keep sufficient supplies stocked in the office and kitchen.
- Place regular orders for office and kitchen supplies from various vendors.
- Monitor and maintain office equipment, such as photocopiers and printers, by ensuring they have an adequate supply of paper and ordering necessary supplies. Troubleshoot issues and arrange for maintenance as required.
- Conduct an annual update of inventory lists for office insurance purposes.
- Handle incoming physical mail by retrieving, scanning, digitally filing, and electronically sending it.
- Cultivate relationships with local hotels to secure preferential rates for meeting rooms reserved for board members, committee members, and staff.
- Collaborate with the building's administrative assistant to order and distribute new keys and security cards, as well as book the shared building boardroom.
- Assist staff with room setup when needed and respond to ad-hoc requests related to calls, correspondence, and other tasks.

Support CFN-GBI's Health and Safety Committee

- Fulfill building emergency responsibilities, including serving as a fire warden and floor warden. Collaborate with building management, attend relevant training, and ensure staff, program managers, and visitors are well-informed about emergency procedures.
- Engage in First Aid and other necessary health and safety training.
- Attending committee meetings and providing note-taking support when necessary.

Provide comprehensive administrative services, including:

- Manage boardroom calendars and facilitate bookings.
- Maintain an updated staff birthday list and coordinate e-cards, gift cards, or lunches when necessary.
- Prepare meeting documents and take minutes during meetings.
- Manage and update the office Outlook contact lists.

Support CFN-GBI hosted meetings by:

- Processing room booking requests, reviewing, and confirming bookings.
- Setting up and restoring meeting rooms, ensuring proper organization.
- Facilitating virtual meetings, sending invitations on the appropriate platform.
- Creating meeting packages, meeting requirements, and distributing them to participants.
- Coordinating food, beverage, and catering arrangements as needed.
- Setting up audio-visual equipment for in-person meetings and troubleshooting issues.

Coordinate staff travel requests by:

- Receiving and assessing travel requirements.
- Conducting regular checks with pre-approved hotels to ensure up-to-date accounts.
- Making reservations and handling payments.

Participation in staff meetings

- Ensure timely updates on action items.

Actively engage in scheduled meetings by:

- Recognizing achievements and addressing challenges.
- Following up on action items, completing assigned tasks, and documenting outcomes.
- Willingly taking on the role of meeting chair if assigned.
- **Other related duties as required.**

Qualifications:

Education

- Completion of Grade 12 (High School Diploma).
- Certificate or diploma in administration

Experience

- Three years customer service, administrative or clerical work
- Previous experience working in cross-cultural environment.
- Navigating Indigenous/Non-Indigenous cultural differences

Skill Sets and Competencies

- Strong personal interest and commitment to Coastal First Nation – Great Bear Initiative’s mission and vision required.
- Solid understanding of First Nations’ cultures, traditions and history.
- Proficiency in the Microsoft 365 Office applications, especially Word, Excel, Outlook, Teams, SharePoint, One Drive, as well as ShareFile and video conferencing.
- Expertise in creating and maintaining physical and electronic filing systems.

- Collaborator who is able to work independently as well as with others.
- Approachable, professional, personable, and able to forge harmonious working relationships with co-workers and all external stakeholders.
- Able to exercise diplomacy, tact, and good judgment in recognizing scope of authority and in protecting confidential information.
- Highly organized, detailed oriented and able to prioritize tasks.
- Able to multi-task in a high-paced evolving environment.
- Excellent written and spoken English required.

How to Apply:

Interested candidates are invited to submit the following to careers@jouta.com no later than June 9, 2023, at 5:00 pm PST.

- 1) A letter of interest, outlining how your previous experience and education would support this position.
- 2) The most recent C.V.
- 3) Contact information for two references.

The successful candidate must provide references and a clear criminal records check. We encourage applicants to submit applications as soon as possible, as applicants will be reviewed on an ongoing basis. We thank all applicants for their interest; only those selected for an interview will be contacted.

Persons of Indigenous ancestry will be given preference. s16(1) CHRA.