

RECEPTION AND ADMINISTRATIVE ASSISTANT

Full-time, Permanent

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.

Coastal First Nations – Great Bear Initiative (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, visit: www.coastalfirstnations.ca.

Who we are looking for

We are looking for a detail-oriented organized professional with an outgoing personality. A personable individual who will warmly greet and assist our community members, staff and guests at the reception desk. This role also provides support to visitors, management, staff, program managers and contractors as well as administrative support for the smooth running of the offices which includes, managing calendars, scheduling meetings, preparing board rooms and providing assistance for board meetings, travel arrangements, creating and editing documents, etc.

You thrive in a collaborative workplace, are highly organized, communicative, flexible and able to work with tight deadlines. In this role you will create and maintain paper and electronic filing systems, oversee the boardroom scheduling, manage electronic and physical mail and provide administrative support as needed. You are tactful, emotionally intelligent, eager to make a positive impact, and have a passion to help others.

About the position

Position: Reception and Administrative Assistant
Reports to: Director of Operations
Location: Vancouver
Salary: \$45,000 to \$50,000 per annum
Start Date: ASAP

Responsibilities will include:

The Receptionist/Administrative Assistant position is responsible for the following key functions.

Reception Services

- Greeting visitors/guests, directing them to appropriate staff and/or meeting rooms and offering refreshment.
- Receiving phone calls, answering questions as necessary, taking messages and forwarding calls/messages to staff and program managers.

- Monitoring and managing incoming and outgoing mail of both office locations including scanning, forwarding to appropriate parties, and filing. Provide timely notification to staff for incoming cheques, invoices, and financial documents. Retrieve, scan, digitally file and electronically send incoming physical mail and outgoing mail as required.
- Monitoring, managing, and maintaining phone system and updates, updating phone greetings as needed for seasonal and unexpected closures and providing troubleshooting to staff as needed and reporting issues that need resolving as they occur.
- Processing general enquiries by responding and identifying requirements (information, referral, direction etc.).

Office Services

- Maintaining clean and professional office conditions in the reception, boardrooms, kitchen, and photocopy room areas.
- Keeping office and kitchen supplies stocked and monitoring the office's daily condition (i.e., meeting rooms and kitchen, empty dishwasher), cleaning as needed.
- Maintaining vendor relationships for office services, engaging in routine contact with vendors, for equipment maintenance, replacement of equipment and following up as needed.
- Maintaining office equipment such as photocopiers and printers, monitoring their use, keeping them stocked with paper and ordering supplies as needed; troubleshoot as needed.
- Updating inventory lists annually for office insurance purposes.
- Maintaining relationships with local hotels and setting up accounts as needed, seeking preferential rates for meeting rooms for board, committee members and staff.
- Working with the building administration to order and distribute new keys and security cards, booking the common building boardroom, coordinating maintenance and repairs.
- Assisting staff by helping with boardroom setup if necessary and responding to ad-hoc requests for calls, correspondence, etc.
- Assisting in setting up office workspace and tech for new and existing staff, and by responding to requests for assistance and troubleshooting where possible.

Boardroom support

- Liaising with the meeting hosts on-site and informing the host of duties, clean-up, refreshments, etc.
- Troubleshooting boardroom equipment; updating equipment as required.
- Managing shared equipment inventory for staff to sign out and sign in as required and checking the equipment when it comes back.
- Developing and maintaining relationship with Indigenous and local caterers.
- Managing boardroom calendars and booking the space as required.
- Regularly updating the Operations team on upcoming meetings booked in the Boardroom.

Support CFN-GBI's Health and Safety Committee

- Undertaking building emergency responsibilities (fire, earthquake) by acting as both a fire warden and floor warden, working with building management and attending training and keeping staff, program managers and visitors updated on emergency procedures.
- Participating in First Aid and other health and safety training as required.
- Participating in committee meetings and take notes as required.

Operational Support

- Providing administrative services:
 - Assisting the Operations Assistant in preparing the monthly VISA packages for Operations department; and participating in regular operational budget review meetings.
 - Assisting with Board and Committee documents as required.
 - Creating and maintaining flex desk booking at both locations, Vancouver office and the head office.
 - Keeping the staff birthday list updated and coordinate e-cards/gift cards or lunches.
 - General administrative support including preparing documents, email correspondence, etc.
 - Managing the office Outlook contact lists and keep updated.
- Purchasing
 - Assisting staff and Program staff with approved purchases and maintaining receipts and coding, filling out requisition forms and filing the receipts in a timely manner for processing by the finance team.
- Supporting CFN-GBI hosted meetings:
 - Processing requests for room bookings by reviewing requests, entering bookings into the schedule, and confirming bookings with requestors.
 - Setting up room(s) before use, restage after use, ensuring cleanliness.
 - Managing virtual meetings by reviewing requests, sending invites on the appropriate platform.
 - Creating meeting packages by reviewing requirements, preparing the package, and advising and/or delivering to participants.
 - Coordinating food and beverage and catering as required.
 - Setting up audio-visual for in-person meetings and troubleshoot as required.
- Coordinating travel requests for staff:
 - Receiving requests and identifying requirements, providing related forms as required.
 - Conducting routine checks with pre-approved hotels and ensuring accounts are current.
 - Making reservations and payments.
- Assist with records management, including:
 - Creating and managing a detailed, organization electronic/digital filing system.
 - Communicating and informing other staff on filing system processes and protocols.
 - Supporting maintenance of virtual and physical filing and archiving systems.
 - Ensuring naming conventions are adhered to.
- Participation in meetings
 - Maintaining action item updates.
 - Participating in scheduled meetings to celebrate successes and troubleshoot challenges, following up on action items; completing tasks and documenting results.
 - Other duties and tasks, as assigned/required.
 - Creating workplan contributing to the operational goals for the year.

Preferred Knowledge and Skills

To thrive in this role, you should possess:

- Strong personal interest and commitment to Coastal First Nation – Great Bear Initiative’s mission and vision required.
- Knowledge of and respect for the traditions, culture, and protocols of BC’s Indigenous communities.

- Proficiency in the Microsoft 365 Office applications and video conferencing.
- Ability to work independently as well as collaborate with others.
- Ability to exercise diplomacy, tact and good judgment in recognizing scope of authority and in protecting confidential information.
- Good communication skills, both verbal, written and through Microsoft Teams.
- Highly organized, detailed oriented and able to prioritize tasks.
- Ability to lift 30-40 lbs.
- Expertise in record-keeping/filing/archiving.

Qualifications: Education and Experience

- Completion of Grade 12 (High School Diploma).
- 2+ years' experience in customer service, administration, or clerical work.
- Previous experience working in cross-cultural environment.
- Experience in electronic and physical filing, managing calendars, as well as e-mail.
- Strong administrative skills (office organization, minute and note-taking, typing, grammar, proof-reading, editing, photocopying, and printing, etc.).

Preferred:

- Post-secondary courses/certificate in administration.
- Solid understanding of First Nations' cultures, traditions, and history.

How to apply

Interested candidates are invited to submit the following to hr@coastalfirstnations.ca at no later than **Wednesday, October 2nd 2024** at 5:00 pm PST.

1. A letter of interest outlining how your previous experience and education would support this position.
2. An up-to-date CV.

The successful candidate will be asked to 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. As this is a unique opportunity, we welcome and are open to discussing flexible arrangements. We thank all applicants for their interest; only those selected for an interview will be contacted.

We aim to provide support through this recruitment process to applicants with disabilities, including accommodation that considers an applicant's accessibility needs. If you require accommodation during the interview process, don't hesitate to get in touch at hr@coastalfirstnations.ca

CFN-GBI hires based on skills, ability, and qualifications; however, in support of our strategy to achieve our employment goals for Indigenous Peoples, qualified Indigenous applicants will be given priority.

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