



Posted: Tuesday May 6th, 2025

JOB POSTING

FRONT DESK ADMINISTRATOR

Castlegar & District Community Services Society invites applications to fill the position of Front Desk Administrator within the organization. The following will outline the details of this position.

Summary of the Duties and Responsibilities of the Position:

The Front Desk Administrator serves as the first point of contact for visitors and staff. This role is responsible for managing front desk operations, maintaining a welcoming environment, and ensuring the safety and security of the building through controlled access and adherence to procedures. The position also provides general office and administrative duties to Executive Director, Managers and staff of the organization.

Details of the Position:

1. This position is set at 26 hours/week, Monday-Thursday 8:45am-3:15pm
2. This position is Excluded from the Bargaining Unit
3. Wage is \$23-27/hour based on experience
4. Full duties, responsibilities, education, training, experience and specific job skills and abilities for this position are laid out in the attached job description
5. This position is eligible for the full benefit package, including Extended Health Benefits and Municipal Pension Plan once probationary period is complete.

Start Date: On or about Monday June 2nd, 2024

Closing Date for Applications: Friday May 16th, 2025 at 4:30 p.m.

Application Process: Send a cover letter detailing your interest in the position and resume by the closing date and time noted above to info@cdcsc.ca. Please put *Front Desk Administrator Application* in the subject line.

<JOB DESCRIPTION FOLLOWS>

Castlegar & District Community Services Society

Position Title: Front Desk Administrator

Effective Date: May 1st 2025

Classification: Excluded

Reports to: Executive Director/ Manager of Finance/Mgmt

Job Summary: The Front Desk Administrator serves as the first point of contact for visitors and staff. This role is responsible for managing front desk operations, maintaining a welcoming environment, and ensuring the safety and security of the building through controlled access and adherence to procedures. The position also provides general office and administrative duties to Executive Director, Managers and staff of the organization.

Key Duties and Responsibilities:

Duties:

Agency receptionist duties:

- Greet and assist visitors, ensuring a professional and friendly front desk experience;
- Answer and direct phone calls, emails, and other inquiries promptly and accurately;
- Responsible for checking phone messages and changing message when needed; sorts and distributes incoming mail and prepares outgoing mail;
- Monitor building access and enforce security protocols, including managing visitors coming and leaving of the building;
- Track and maintain awareness of who is in the building at all times by overseeing use of the staff whiteboard sign-in/out system;
- Maintain a clean and organized reception area, lobby, hallways, kitchen and bathrooms;
- Coordinate incoming and outgoing mail, packages, and deliveries;
- Support office operations by managing conference room scheduling, supplies inventory, and other administrative duties as needed;
- Communicate effectively with internal staff and external vendors or service providers;
- Operates and is responsible for maintaining office equipment i.e. computers, printers, copiers and facsimile equipment;
- Maintains petty cash fund;

Support to management and programs

- Performs word processing and typing support with regard to routine correspondence, meeting minutes, forms, etc. to Board of Directors, Executive Director and staff members;
- May be required to use other related application software;
- Provide administrative support to other Managers as required;
- Assist in updating agency website;
- Assist in program management and program files;

Administrative duties

- Assist with staff's orderly filing systems including assistance with online database of files;
- Determine office supply needs and orders upon authorization from the Executive Director or other delegated Manager;
- May have the authority to negotiate purchase price and other materials when delegated;

Executive Director/Finance Manager and Board Support

- Responsible for distributing orientation packages and necessary forms for new employees;

- Assists in preparation of Board Orientation Manuals;
- Responsible for distributing keys to new employees and retaining a key sign out sheet for all employees holding a front door key to the agency;
- Assist in maintaining keys for other offices in building;
- Responsible for retrieving agency property from exiting employees and completing exit procedures;
- Ensure office is tidied, clean and orderly as well as liaise with janitorial contractor for needed services;
- Responsible for managing fire safety plan, evacuation procedure and fire drill etc., in accordance with the Agency Policies;
- Assist in maintaining a current and up-to-date policy and procedures manual at front;
- Ensures main office First-aid Kit is complete and accessible at all times;
- Duties involving confidential operation-related information and files;
- Attends Board meetings if requested to take minutes and provides confidential administrative support to Board members on request;
- Files and organize confidential accounting documentation, including invoices, receipts, cheque stubs and bank statements;
- Other duties as assigned;

Qualifications:

Education, Training &

Completion of Grade 12, plus completion of a program of

Experience:

up to one (1) year training in business or office administration;

One (1) years recent related experience in customer service and office administration. Or a combination of education, training and experience;

Job Skills and Abilities:

- i) Ability to communicate effectively orally and in writing; ability to deal effectively with others;
- ii) Ability to work independently and to operate personal computer/application programs and other office equipment;
- iii) Good organization, time, and general management skills;
- iv) Understanding of the dynamics, and ability to deal with and represent a non-profit organization in a positive and supportive fashion;
- v) Understanding of the dynamics of working in a counseling and support agency where client confidentiality and respectful client service are paramount;
- vi) Ability to foster positive relationships with other agency employees and volunteers, government officials, and external contacts;

Additional Information:

The ability to function independently, while managing multiple projects, tasks and deadlines is an ongoing expectation;