



Job Description

Receptionist & Office Administrator

Position Title: Receptionist & Office Administrator
Reports to: Manager, Facilities & Operations
Job Location: WISH Office 334 Alexander Street, Vancouver BC

JOB SUMMARY

Reporting to the Manager, Facilities & Operations, the Receptionist & Office Administrator supports the smooth and efficient execution of WISH's operational activities by creating a warm and welcoming environment for visitors and performing a variety of customer service and administrative tasks.

ABOUT WISH

Based in Vancouver's Downtown Eastside, WISH is the largest sex worker support organization in Canada. For more than thirty-five years, WISH has offered a safe place of respite for women involved in street-based sex work. WISH Drop-in Centre Society is an organization and space for women and people of marginalized genders, including Two-Spirit, trans, and non-binary. For more information about WISH and our programs and services, visit our website: <https://wish-vancouver.net>.

DUTIES & RESPONSIBILITIES

Front Desk Reception:

- Act as the first point of contact at the WISH head office, greet visitors in a professional, trauma-informed manner; listening and communicating in a manner that is respectful and dignified.
- Respond to inbound phone and email inquiries with general information or refer inquiries to appropriate staff member.
- Scheduling
- Monitor and manage the info@ WISH email account.
- Receive, manage orders, deliveries and donations
- Deliver messages to staff and participants.
- Provide clerical and administrative support to the Executive Assistant & Board Liaison.
- Update and maintain general administrative documentation (e.g., internal phone directories; forms; pamphlets; etc.).
- Sort and distribute incoming mail, packages, and faxes; ensure timely mailing of outgoing correspondence.

- Coordinate room bookings and assist meeting organizers with room set-up and tear-down, catering options, amenities etc.
- Assist with the coordination of organization-wide events and meetings.
- Order and maintain adequate stock of stationery and office/kitchen/washroom supplies, including Personal Protective Equipment, harm reduction supplies, and hygiene kits.
- Assists with the administration of all office equipment, including an on-going inventory of condition, use, location, and storage of all asset.
- Ensures the office, kitchen and common areas, are kept clean and presentable.

QUALIFICATIONS & SKILLS

- High school diploma or equivalent
- 1 to 3 years of related experience performing customer service, administration, or reception-related duties
- Experience working in the non-profit sector would be an asset
- Effective verbal and written communication skills, including strong computer literacy in Microsoft 365 (Word, Excel, Sharepoint, Outlook, etc.) and internal communications tools such as Slack
- Strong word-processing skills
- A high level of confidentiality, discretion, and diplomacy
- The ability to maintain composure in challenging situations and respond calmly and efficiently to emergencies and diverse situations
- Excellent organizational, planning, and time management skills with an attention to detail
- Strong interpersonal and communication skills with the ability to professionally connect with a diverse group of individuals
- A high level of flexibility regarding schedule and hours
- Enthusiastic team player who thrives in a fast-paced, multi-tasking environment
- Ability to understand, communicate and support the mission and values of WISH, and the models/methods of supporting clients
- Advocate for and apply principles of justice, equity, diversity, and inclusion in all aspects of their work
- Alignment with the WISH mission, vision, and core values