

# ON CALL RECEPTIONIST



**Business Unit:** Operations - Office Services  
**Reports to:** HR Advisor  
**Job Classification:** Casual (On-call)  
**Competition #:** 2011-35  
**Closing Date:** November 18, 2011  
**Location:** BCIT Aerospace Technology Campus - Partnership Wing, Richmond, BC

## JOB SUMMARY

The On Call Receptionist is responsible for providing reception coverage as needed, and supporting administrative functions across RHF as required.

This position is on-call and will provide vacation coverage to the Administrative Assistant, Operations and will work in the RHF offices on occasions as required.

## KEY ACCOUNTABILITIES

- Creates a welcoming environment and greets visitors
- Responds to phone and e-mail inquiries
- Advises staff when appointments arrive, offers refreshments, and directs visitors appropriately
- Receives, sorts, dates and distributes incoming mail. Collects and records outgoing mail.
- Compiles and packages reports and other materials for mailing or delivery
- Works on special projects as needed
- Provide assistance to other units with projects, as needed
- Performs related duties in keeping with the purpose and accountabilities of the job

## QUALIFICATIONS

The successful candidate will possess high school graduation with training in office procedures and practices with one year related experience, or an equivalent combination of education and experience. Administrative Assistant Certificate would be preferred.

Knowledge of or experience with disability issues preferred. Computer experience required with MS Office, PowerPoint and Excel. Experience with Raiser's Edge an asset. Effective oral and written communication, interpersonal, customer service and organizational skills. Accuracy and attention to detail is essential. Ability to communicate effectively and tactfully with others on the telephone and face-to-face. Ability to proofread letters, articles and reports. Proven ability to exercise initiative. Ability to work as a team player in a fast paced work environment. Ability to maintain confidentiality is a must.