

## Receptionist & Administrative Assistant (Part-Time)

The Villa Cathay Care Home Society is incorporated as a non-profit organization under the BC Society Act and a Canadian Registered Charitable Organization. Since 1978, we have provided culturally focused care to Chinese seniors in the Strathcona Chinatown neighborhood in Vancouver.

We are recruiting a part-time ( FTE 0.867) **Receptionist & Administrative Assistant** for our residential care home who has experience in organizing and delivering recreation programs.

### **JOB SUMMARY**

Reporting to the Support Services Supervisor, the Receptionist and Administrative Assistant helps to create a pleasant, welcoming environment by greeting visitors, residents, and staff and also performs a variety of administrative and clerical tasks to help ensure the smooth running of Villa Cathay Care Home (VCCH) operations.

### **KEY DUTIES AND RESPONSIBILITIES**

All the duties and responsibilities below are matched benchmarks for Receptionist & Administrative Assistant (Clerk III, Receptionist (Grid 11) and Clerk III, Admitting (Grid 11) of the Facility Agreement:

- Receives residents, visitors etc. and provides information and directs to appropriate areas.
- Perform front desk activities including distributing correspondence and answering, screening and redirecting phone calls/ emails.
- Responds to routine inquiries or issues and either resolves them directly or refers them to appropriate staff for resolution.
- Receives delivery of goods to VCCH; signs receipts and/or ask appropriate personnel to sign for/receive delivery of goods.
- Checks the mailbox and voicemail box, fax, and family suggestion calls, and responds or forwards to the appropriate personnel for response.
- Issues and maintains parking passes for VCCH parking lot.
- Types and prints various materials such as labels, and completes miscellaneous paperwork related to admission / discharge of residents.
- Types reports, takes minutes, or notes at meetings and transcribes as required.
- Contacting respective floor team to arrange and pick up/ escort Residents.
- Assists with access control-- organizes keys, (fob card) replacement.
- Assists with resident inquires, such as request for keys, taking cheque deposit for resident trust.
- Ensure the office equipment is in good running order and relevant services such as printer, shredding is well coordinated.

- Maintains office supplies inventory; order stationery/supplies from suppliers as per the approved budget.
- Keeps informational and promotional materials, such as brochures, residents and family handbooks, and other written materials of the organization always replenished.
- Handles staff meal orders.
- Other duties related to the position as assigned.

## **QUALIFICATIONS**

### ***Education, Training and Experience:***

- Grade 12 and one year's recent related experience or an equivalent combination of education, training and experience.

### ***Skills & Abilities:***

- Ability to keyboard at 55 w.p.m.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.

### ***Additional Information:***

- Able to demonstrate a clear criminal record to work with vulnerable adults.
- Ability to cover extended business hours, weekends and statutory holidays is required.
- The work hours will be 8:30am to 7pm. This extended work day/compressed work week schedule is subject to vote upon all Receptionist positions being filled.

**Start Date:** Immediately

### **How to Apply**

To apply, or for any inquiries, please email us at: [hr@villacathay.ca](mailto:hr@villacathay.ca) and put “**Receptionist & Administrative Assistant – Part-Time**” in the email subject line.