

Receptionist & Administrative Assistant (Casual)

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 casual **Receptionist & Administrative Assistant** for our residential care home who has experience in organizing and delivering recreation programs.

JOB SUMMARY

Reporting to the Executive Assistant, 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 Recreation 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.

Salary: 24.8/hour

Start Date: Immediately

How to Apply

To apply, or for any inquiries, please email us at: hr@villacathay.ca and put "**Receptionist & Administrative Assistant – Casual**" in the email subject line.