



## **Receptionist – Campbell River**

North Island Employment is currently accepting applications for a full-time Receptionist in our Campbell River office to work alongside our current Receptionist to ensure overlapping coverage. This is an excellent opportunity to work in an exciting, client-centered career with an award winning organization! From Employment Counsellors (Generalists and Specialists working with youth, persons with disabilities, Indigenous) to Workshop Facilitators; Employer Services; Finance and Data Quality; and Administration NIEFS offers a range of career opportunities! As a diverse and inclusive employer we are always open to hearing from anyone interested in the great work we do with our clients and the community! If you are looking for an opportunity to work with and learn from the best Receptionist in town who is loved by everyone this is your chance!

### **Who we are...**

**Connecting people with work since 1986.** With over 30 years in business, North Island Employment is a cornerstone in communities building extensive partnerships with businesses, other organizations, communities and individuals in Campbell River and across Vancouver Island North. These partnerships are integral to our ability to assist people to build self-sufficiency through active and sustainable participation in the labour market and assist employers to hire the right people, with the right skills at the right time contributing to a strong, resilient and healthy community.

As an award winning organization, North Island Employment is a respected leader in workforce development and has been the recipient of numerous nominations and awards that include Business of the Year (26-49 employees) and Diversity Leadership at the Campbell River Chamber of Commerce Business Awards of Excellence along with provincial recognition as Career Development Organization of the Year by the BC Career Development Association and Employment Organization of the Year by the Association of Service Providers for Employability and Career Training.

Our culture is one of personal and professional excellence, mutual respect, collaboration and commitment to people and community. In addition competitive wages, extended health and dental, health and sick days, RSP matching, and 3 weeks' vacation to start, are part of the total compensation package for eligible staff.

### **Why Campbell River...**

Voted one of the Best Cities for Work in B.C. by BC Business magazine in 2018 and surrounded by majestic mountains and spectacular views of Discovery Passage, Campbell River offers a rare combination of a welcoming small town feel with large city amenities. From summer markets and events in Spirit Square to a very active arts and culture community to year-round world class recreational opportunities and truly affordable housing options, the Campbell River lifestyle is unparalleled.

The community is served by a brand new hospital, ferry terminal to the Discovery Islands, Campbell River Airport (YBL) with daily flights to Vancouver in 35 minutes, municipal broadband infrastructure, a School District with innovative programs, and North Island College that boasts over 70 programs in seven areas of study.

Check out all the great things Campbell River has to offer by visiting:

<http://www.campbellriver.ca/discover-campbell-river> or <https://www.campbellriver.travel/>

## Who you are...

As a professional and recognizing as a Receptionist you are often the first person individuals engage with, you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are able to quickly put people at ease and make them feel welcome and comfortable.
- You are organized and have the ability to consistently manage your time.
- You are comfortable learning new technologies, programs, and policies.
- Your sense of humor and compassionate way in which you treat ALL individuals immediately engages and sets the tone for an exceptional service experience.

## The Role...

The Receptionist position reports to the Regional Manager, Client Services and is often the first point of contact for clients and community members in accessing NIEFS services. The Receptionist greets everyone who walks through NIEFS doors in a welcoming, friendly and engaging manner. The Receptionist also answers and forwards telephone calls, takes messages and directs to the correct person, schedules appointments and provides other clerical, data entry, and filing duties.

## Key Duties and Responsibilities:

- Answer phones and in-person inquiries and ensure messages are accurate and distributed to the appropriate staff member.
- Ensure the front reception area is organized and a professional working space.
- Maintain process and procedures of the front reception area.
- Make daily reminder phone calls to clients regarding appointments and/or workshops.
- Schedule appointments and prepare required client paperwork.
- Perform accurate and timely data entry of client information into required databases.
- Coordinate and prepare courier packages and accept mail delivery.
- Document filing - ensure files are orderly and assist with organizing files for secure storage.
- Other related duties as required.

## Key Competencies:

- **Values.** Behaves consistently with clear personal values that complement NIEFS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices and professional behavior. Builds a respectful and client-centered workplace committed to maintaining privacy and confidentiality.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting ever-changing demands of clients, funders, employers, and other community stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership and initiative. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement in a highly complex environment.
- **Engagement.** Shows passion for the job and the mission of North Island Employment.
- **Effective Communication.** Fosters open communication, actively listens to others, speaks effectively and respectfully, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows policy, directions and procedures and ensures deliverables are met on time and according to agreed standards.

## Qualifications – Knowledge, Education and Experience

- Minimum education required is a grade 12 diploma. Post-secondary education preferred.
- 3 years' experience in a customer service and/or experience in a community or social service organization working with a diverse clientele including individuals with complex barriers.
- Proficient using technology and experience working with scheduling, case management database software and MS Office.
- Advanced keyboarding skills and ability to type a minimum of 40 words per minute.
- Demonstrated commitment to exceptional customer service and resolving issues both in person and in a virtual service delivery environment.
- Availability to work varied work hours.
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved.

## How to apply...

Please submit a resume and cover letter detailing how you meet the requirements of this position and why you want to join the award winning team at North Island Employment!

Completed applications must be received by North Island Employment by **Friday, January 24<sup>th</sup>**.

Please address all applications to:

North Island Employment  
Shannon Baikie, Regional Manager  
920 Alder Street, Campbell River, BC V9W 2P8  
Fax: 250.286.3447  
Email: [shannon.baikie@niefs.net](mailto:shannon.baikie@niefs.net)