

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult health services and research for all British Columbians. We partner with donors to drive innovation and sustainable health care at VGH & UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Health Services. Further information about the Foundation is available at www.vghfoundation.ca.

Position Summary

Reporting to the Human Resources Officer, and working closely in partnership with the Customer Service Representative/Administrative Assistant, the Office Assistant is responsible for performing a wide variety of customer service and administrative tasks to support the Foundation.

As a first point of contact for donors, volunteers, hospital staff, and the public, the Office Assistant's primary responsibility is to provide support and backup to the Customer Service Representative, providing excellent service to callers and visitors to the Foundation. In addition to supporting reception activities, the incumbent is responsible for performing a wide variety of clerical and administrative tasks which support the activities of staff across the Foundation.

Roles and Responsibilities

Key Responsibility Area: Reception Support - 30%

- Provides courteous, accurate and timely information and advice to callers and visitors to the Foundation.
- Responds to incoming calls from a variety of sources, i.e. donors, public and hospital representatives, referring to others or escalating where necessary.
- Receives, directs and otherwise assists visitors to the appropriate person or department in the Foundation, or in the Hospital.
- Assists with responding to email received to the general Foundation email account - reading, replying and forwarding as necessary.
- Provides basic information to staff and public on a wide range of operational issues.
- Assists in maintaining the professional appearance of the Foundation reception area.

Key Responsibility Area: Administration - 30%

- Assists in maintaining petty cash float of \$500.
- Sorts and delivers outgoing mail to Hospital mailroom. Sorts, date stamps and distributes incoming mail and deliveries.
- Arranges courier orders for local and national/international delivery.
- Assists with timekeeping activities by updating Finance of last minute absences.
- Assists with the issue of a daily update on staff whereabouts.
- Assists with processing invoices for offices supplies, couriers and postage. Processes courier orders, including Board packages.
- Assists with the training of volunteers, temporary and new staff in reception duties and office operations.
- Monitors the boardroom booking process, posting daily schedules, reserving space, and communicating with staff as necessary.
- Assists with maintenance of up to date phone and employee distribution lists, name plate and mail box signage.
- Updates the organization chart and seating plan on monthly basis.
- Orders new and replacement security passes and business cards for employees.
- Assists the team with organization and maintenance of physical filing systems.
- Assists with the logging and maintenance of employee memberships and subscriptions.
- Supports the human resources function with a range of administrative tasks, including photocopying, booking interviews, preparing orientation packs and schedules.

Key Responsibility Area: Facilities - 20%

- Assists with maintaining appropriate levels of office supplies, furniture and equipment.
- Assists in liaising with relevant external providers to ensure effective office cleanliness, carpet cleaning, recycling, and recycling of confidential materials.
- Submits maintenance requests for office repairs including photocopiers, AV equipment and conference phones.
- Keeps staff informed of changing office situations, including equipment repairs, housekeeping, security, etc.
- Assists with bookings and storage of the Foundation's shared electronic equipment, including laptops, projectors, cameras, and USB sticks.
- Issues, orders and organizes office keys, maintaining log of who has what key.
- Assists with coordinating office moves including phones, desks and equipment.
- Assists with maintaining organization of copy rooms, and semi-annual 'spring' clean.
- Assists with performing light kitchen cleaning and weekly fridge purge.

Key Responsibility Area: Philanthropy Support – 20%

- Processes telephone requests to cancel monthly donations.
- Facilitates and processes walk-in and phone call donations, using established processes and referring any complex enquiries or donation wishes to the relevant team.
- Handles tribute enquiries and donations when the Tribute Coordinator is not available.
- Accepts donations by telephone and from walk-ins, filling in paperwork and passing along to Gift Processing.
- Processes returned mail, updates information, and removes contact information, in Raiser's Edge, including handling large volumes during direct mail campaigns.

Performs other miscellaneous duties as requested or assigned.

Education & Experience

- Excellent customer and multi-customer service
- Excellent communication (written and verbal) and interpersonal skills
- Demonstrated ability to deal courteously and professionally with clients in person and over the telephone
- Demonstrated ability to work with confidential information and exercise tact and diplomacy when dealing with clients (donors, volunteers, prospects, public, hospital staff)
- Proven ability to adapt to rapidly changing situations and deal effectively with stress
- Demonstrated ability to exercise initiative and prioritize work to complete tasks and meet deadlines
- Good knowledge of administrative and clerical procedures
- Detail-oriented and comfortable with rapid task-switching
- Proficient in use of the Microsoft Office range of products, particularly Outlook
- Experience using a donor management database or Raiser's Edge specifically, is an asset

This is a full-time temporary position to end of March 2020.

TO APPLY

If you possess the qualifications and experience indicated, please email your resume and cover letter in a single pdf file, with your name and "Office Assistant" in the subject line, by 8:00 am on **July 22, 2019** to hr@vghfoundation.ca