



# Richmond Centre for Disability

“Promoting a new perspective on disability”

## JOB POSTING

**Position Title:** Administrative Office Assistant (AOA)

**Project Title:** RCD Front Desk & Accessible Parking Permit Project

**Description:** The AOA is responsible for a wide variety of administrative and clerical office duties in support of the RCD administration and service delivery, specifically customer service and the Accessible Parking Permit (APP) Project.

### **Purpose and Scope**

- Duties may include coordinating and communicating office activities, greeting and attending to visitors, answering and referring inbound telephone calls, and activity registration and payment.
- The AOA will also be responsible for administrating RCD correspondence, including APP application and renewal.
- Work in collaboration with staff team to fulfill and deliver all other core services

### **Key Duties & Responsibilities**

#### ***Administrative and Clerical***

- As a front-line worker, present a positive and professional image of the organization to all visitors, suppliers, enquiries, and other interactions
- Provide customer service to the public in answering the telephone, greeting visitors and give information; handle multiple telephone lines using a VoIP phone system; process requests for assistance; direct calls or visitors to the best sources for information; filing, faxing, photocopying duties
- Oversee participant sign-in and gather monthly number for reporting
- In-charge of activity registration and membership registration, including money handling and reconciliation
- Maintain office supplies inventory and in charge of procurement of office materials and supplies
- Operate computer to obtain information for requests; enter data and information in computer for project staff and supervisor; generate various reports for supervisors, project staff, or public requests
- Maintain records, logs and different types of information for record purposes
- Attend different workshops and group meetings for different organizations as arranged by supervisor and write a report and/or verbally report back at staff meetings

### **Accessible Parking Permit (APP)**

- Issue parking permits as needed for people with disabilities and various organizations, and respond to enquiries
- Handle money for parking permit and issue receipts
- Data entry, record keeping, and financial reconciliation for parking permit operations on a daily basis
- Review, verify and record all sorts of records; enter data into database and spreadsheets in prescribed formats; ensure that information is complete and correct to whoever needs it
- Liaise with other parking permit issuers, such as SPARC and Whistler Municipality and be part of the APP Committee, and take meeting minutes

### **Education, Training and Experience Requirements**

- Excellent presentation, diplomacy, oral, written and interpersonal communication skills
- Sound proficiency in computer knowledge and Microsoft Office applications, especially Excel and Access, email and Internet; Powerpoint and Social Media would be strong assets
- Ability to deal with sensitive issues in a tactful and respectful manner; people skills
- Well-developed planning, organization, time management, and problem solving skills
- Knowledge and understanding of current issues facing persons with disabilities and their families
- Extensive knowledge of supports, services and resources for target population
- Take initiative in completing tasks, and assisting colleagues
- Chinese language would be a strong asset

**Tentative Start Date:** May 1<sup>st</sup>, 2017

**Probation Period:** 3 months

**Employment Terms:** Full Time (37.5 hours per week)

**Salary:** Entry level, wage may be commensurate with qualification and experience; likely to start at \$11 per hour for probation, prospective career advancement

**Application Deadline:** April 21<sup>st</sup>, 2017

#### **How to Apply:**

If you are interested in this position, please apply in writing with a resume and cover letter to Ella Huang, Executive Director, RCD (100-5671 No. 3 Road, Richmond, BC V6X 2C7) or email: [ella@rcdrichmond.org](mailto:ella@rcdrichmond.org). For enquiry, call 604-232-2404.

We thank all applicants; however, only those selected for an interview will be contacted. The RCD is an equal opportunity employer. We welcome diversity in the workplace and encourage applications from all qualified candidates including women, members of visible minorities, persons with disabilities and aboriginal peoples.