



Job Posting Receptionist/Information Clerk

About Us

Nanaimo Affordable Housing Society (NAHS) is a non-profit charitable organization that develops and operates inclusive housing communities appropriate to supporting tenants in achieving and maintaining stability and wellbeing.

Founded in 1990, NAHS believes that housing is a basic human right and tenants should be treated with respect and dignity. NAHS further believes all tenants deserve well maintained housing that is affordable, independent, safe and secure, and which promotes a sense of home and community. Visit <https://nahs.ca> for more information on the Society.

The Position

This exciting new position is part-time with the potential of leading to full-time hours. Compensation will be commensurate with qualifications.

Reporting to the Manager, Tenant Relations and in accordance with Nanaimo Affordable Housing Society (NAHS) mission, strategic direction, principles and policies, the Receptionist/Information Clerk provides excellence in customer service to the general public, tenants, visitors, staff and other stakeholders of NAHS, provides administrative support to the Tenant Relations division, manages tenancy and administrative information, and performs other duties as required.

Key duties include, but are not limited to, the following:

- Respond to a variety of administrative requests and queries from the Manager, Tenant Relations with flexibility, accuracy and strong attention to detail
- Efficiently answer telephone, online and in-person enquiries; obtain and provide appropriate information or provide direction to alternate resources
- Deliver collaborative and professional administrative support to Tenant Relations and other NAHS divisions and programs, including collecting rent payments, performing data entry, preparing files and records maintenance, scanning, distributing mail, and creating documents and emails
- Regularly communicate with the Manager, Tenant Relations to ensure work is on track to meet departmental goals; attend weekly team meetings
- Respect tenant rights including privacy, confidentiality and freedom of choice
- Initiate and carry out a diverse range of duties with limited supervision; work efficiently to manage tasks, time and resources
- Maintain well organized office(s), documentation and filing system(s)
- Order and organize approved office supplies; research cost-effective alternatives and suppliers

What You Bring

A reliable, well-organized, concise communicator with a positive attitude, strong work ethic and a passion for delivering excellence in internal and external customer service. Self-motivated to work independently and a professional and collaborative approach to working within a team environment. Strong interpersonal communication and problem solving abilities. Flexibility, adaptability and capacity to positively meet the challenges and changes of a growing organization.

Preferred qualifications include:

EDUCATION AND EXPERIENCE

- Applied Business Technology Certificate, Certified Administrative Professional, or related post-secondary education, an asset
- Minimum of 1 year related experience
- Excellence in customer relations and office procedures
- Experienced office equipment and computer user with strong keyboarding skills using MS Office Suite and database software

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current office administration systems and procedures
- Highly developed interpersonal communication (oral and written) abilities
- Effective conflict resolution abilities
- Superior time management, organizational and prioritization abilities, capable of meeting deadlines within a fast-paced environment
- Attention to detail and problem solving skills; ability to perform effective internet research
- Ability to manage changing priorities in response to organizational growth

OTHER REQUIREMENTS

- Criminal Record/Vulnerable Sector Check
- Valid driver's license and clean driving record; access to reliable vehicle

How to Apply

No phone calls please. Email your resume, cover letter and references to hr@nahs.ca. This posting will remain open until **4:00 pm March 23, 2020**.

We thank all applicants for their interest, however only those meeting our requirements will be considered. Selected candidates will be required to participate in in-person interview(s) and assessments.