



JOB DESCRIPTION: Administration and Customer Service Support Worker

JOB STATUS: 18 - 27 hours/week - schedule TBD in collaboration with the successful candidate

BENEFITS: Eligible after 3 months, Wellness Benefit of \$575 to promote healthy living and encourage engagement in sport, exercise, recreational activities, and mental wellbeing.

COMPENSATION: \$24/hour

SPECIAL REQUIREMENTS: Vulnerable Sector Check completed upon hiring.

JOB SUMMARY

Whistler Community Services Society (WCSS) provides inclusive support and is an advocate to create and build a healthy community. We value trust, respect, advocacy, inclusion, and collaboration. As an accredited charity by Imagine Canada, we uphold the highest level of standards to improve our organization.

The **Administration and Customer Service Support Worker** plays a critical role to the success of the WCSS daily operations through regular communication with both internal and external sectors, coordinating and maintaining information for the front-of-house as well as creating a welcoming and safe environment for our guests and clients.

CUSTOMER SERVICE RESPONSIBILITIES:

- Provide excellent customer service to all guests in the building and those contacting our services.
- Create a welcoming environment by promptly greeting guests and guiding them to the proper space, service and/or personnel.
- Answer incoming phone calls and take messages.
- Help to ensure the safety of all employees by directing guests to the proper spaces and monitoring video cameras at the front desk showing those entering the building.
- Collaborate with the Food Security team and Outreach team on tasks, including intake procedures, welcoming community members, and directing clients to appropriate personnel.

ADMINISTRATIVE AND SUPPORT RESPONSIBILITIES:

- Keep the physical office and reception areas organized and managing the supply orders.
- Answer phone calls and take messages; screen or redirect them when needed.
- Assist in preparing rooms for programming.
- Provide support to Outreach and Food Security workers as needed.
- Coordinate third-floor calendar and room bookings.
- Maintain relevance and currency of the website and bulletin boards.
- Support programs and fundraising events.
- Work with the Outreach manager to update monthly statistics.
- Assist with staff and client programming.
- Foster a community of collaboration and inclusion.
- Perform additional related duties as assigned.



EXPERIENCE AND QUALIFICATIONS

- Customer service professional, comfortable engaging in conversation with clients of all ages and in various states of need.
- 1 – 2 years of professional experience within the charitable sector would be considered an asset.
- Flexible and adaptable worker in a fast-changing environment.
- Able to tolerate exposure to noisy conditions, frequent interruption of tasks, and prolonged standing.
- Work involves handling of items weighing up to 50 lbs.
- A BC driver's license is required.
- Adaptable to changing demands on schedules and routines.
- Takes strong initiative, managing their own day and fitting in around the needs of other employees.
- Strong organizational and administrative skills
- Excellent communication skills, both written and verbal.
- Exceptional attention to detail and multitasking ability.
- Knowledge or willingness to learn about community mental health resources and appropriate referrals.
- Commitment to anti-racism and anti-oppression training
- First Aid, Mental Health First Aid and Cultural Competency training are an asset.
- Excellent team player

WCSS is dedicated to diversity and inclusion. Our commitment is reflected in our programming, the clients we engage with and the team members we employ. We encourage a workplace in which individual differences are recognized, appreciated, and respected. We welcome applications from all qualified candidates.