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# INTERNAL JOB OPPORTUNITY

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COMPETITION NO.: 19/203

PN: 40003079

**POSITION:** RECEPTIONIST

**DEPARTMENT:** EXECUTIVE SERVICES  
(Executive Administration)

**PAY GRADE:** J07

**SALARY:** \$26.11 - \$28.00 per hour

**HOURS OF WORK:** 70 hours bi-weekly

**STATUS:** REGULAR FULL TIME

**CLOSING DATE:** **October 17, 2019 by 4:00pm.** *Applications will only be accepted from eligible CRD employees represented by CUPE Local 1978*

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## SUMMARY:

The Receptionist operates the central switchboard for the CRD, monitors visitor access to the CRD Headquarters building, responds to routine inquiries, and performs general administrative functions for the Department.

## DUTIES & RESPONSIBILITIES:

- Provides excellent customer service in person and over the phone.
- Provides main reception services by greeting visitors to CRD Headquarters and assisting them or contacting the appropriate CRD contact as required.
- Monitors visitor access and maintains security awareness by issuing, checking and collecting visitor and contractor badges as necessary and maintaining visitor logs.
- Dispenses and monitors proximity cards.
- Answers a high volume of incoming calls to the CRD main switchboard, provides pertinent information to the caller and transfers the call to the appropriate staff contact if required.
- Ability to research information and answer a wide variety of questions for the general public.
- Ability to handle complaints in a sensitive and appreciative manner informing the appropriate staff person if required.
- Creates files in Infolinx for Executive Services and Corporate Services as required.
- Maintains basic knowledge of CRD programs and other associated government agencies, staff contacts and CRD Board/Committee meeting schedules.
- Processes incoming mail, and maintains a log of courier deliveries and collections to and from CRD reception and contacts staff about package arrivals.
- Prepares purchase card reconciliations for Reception and Executive Services as required.
- Receives payments by cash, cheque, debit or credit for CRD invoices.
- Maintains SharePoint site for Reception.
- Maintains lobby display shelves of brochures and promotional materials by ordering as required, and organizes daily and weekly newspapers and other information materials.
- Provides general administrative services for Executive Services. Assists with special projects.
- Orders office supplies for Executive Services and Corporate Services.
- Books received meeting room reservation requests and posts headquarters meetings daily.

- Enters reservation requests for headquarters fleet vehicles, issues and tracks vehicle keys, reports any problems and submits monthly journal entries for vehicle charges.
- Receives tender documents and records required information
- Acts as Chief Fire Warden and maintains relevant lists.
- Maintains CRD staff telephone list.
- Maintains Fisgard staff room coffee supplies by replenishing daily and ordering as required.
- Maintains the lost and found for CRD Headquarters.
- Ensures opening and closing procedures are followed.
- Follows all policies, procedures and standards of the CRD.
- Performs other related duties as required.

**QUALIFICATIONS:**

- High School graduation, plus one year related experience working in an administrative environment within a large, diverse organization.
- Excellent verbal and written communication, interpersonal and customer service skills are required.
- Strong computer literacy; proficiency and experience with Microsoft Office, including word processing (MS Word), spreadsheets (MS Excel), presentations (MS PowerPoint), email (MS Outlook) software; SharePoint knowledge is a desirable asset.
- Strong information literacy; excellent at utilizing a wide range of information resources, including Internet, such as CRD website.
- Exceptional experience in communicating with the public, in person, by phone and by Internet, including email and webmail.
- Ability to respond professionally to queries in person, over the phone and via email; including dealing with difficult people.
- Experience performing basic accounting functions including basic transactional coding and data entry.
- Ability to build and maintain collaboration and positive working relationships.
- Ability to work independently and use good judgement.
- Exceptional ability to handle multiple tasks.

**APPLICATIONS:**

This job posting is open only to current CRD employees represented by CUPE Local 1978.

This is a Union position. All CRD/CUPE Local 1978 applicants must submit a cover letter and current resume for this position. Applications quoting the competition number will be received by the closing date posted above online: [www.crd.bc.ca](http://www.crd.bc.ca), by fax (250) 360-3076, by email [careers@crd.bc.ca](mailto:careers@crd.bc.ca), in-person or through interoffice mail in Human Resources.

***The Capital Regional District wishes to thank you for your interest and advises that only those candidates under active consideration will be contacted.***

Posted **October 9, 2019**