

Part Time Receptionist (1 year Contract)

Who We Are

Since 1977, Disability Alliance BC (DABC) has been a provincial, cross-disability voice in British Columbia. We are a non-profit, charitable organization that champion issues impacting the lives of people with disabilities through our direct services, community partnerships, advocacy, research and publications.

We work to support people with all disabilities to live with dignity, independence and as equal and full participants in the community.

Job Description

DABC is seeking a part-time Receptionist to join our Advocacy Access Team for a contracted 1 year period, with the possibility of extension dependant on future funding. Our receptionists are often the first face or voice that a client interacts with when connecting with DABC. The successful candidate will exhibit an empathetic and professional attitude who will respond to inquiries about our services as well as offer referrals to other community-based resources. DABC provides a variety of services that assist clients with applying for provincial and federal disability benefits, registered disability savings plan, tax filings and tax credits, legal aid, and accessible housing. The successful candidate will be working with other contracted and volunteer reception staff in-person at the front desk of DABC's office in downtown Vancouver. All of our reception staff and volunteers are people living with disabilities.

Under the supervision of the Advocacy Access and Access RDSP Program Managers, the Receptionist will carry out the following responsibilities and tasks:

- Respond to client inquiries over the phone, email and in-person

- Screen clients for eligibility of our services and conduct intake of client contact information for our waitlists
- Keep detailed and accurate records of visitor requests and of calls/emails received
- Maintain an organized desk reception space and filing system
- Support the digital and paper document file management systems
- Clerical duties as needed to support reception and program staff

Working hours: This position is for 24 hours a week, in office. The office hours at DABC are 8:30 am to 4:30 pm.

The successful applicant must:

- Have a minimum 2-year applicable work experience
- Have strong verbal and written communication skills and the ability to communicate complex concepts in plain language
- Have excellent interpersonal skills and the ability to work effectively with clients and staff across many diverse backgrounds
- Be self-motivated, adaptable, and able to work effectively with a team as well as independently
- Maintain a professional, patient, respectful and empathetic demeanor with clients and have the ability to manage client expectations as it relates to the capacity and scope of DABC's services
- Have excellent organizational and critical thinking skills
- Technologically proficient with computers and computer programs, including Microsoft Office software, specifically Excel, Word and Outlook.
- Maintain the integrity and confidentiality of client information
- Be able to manage and sort through a significant volume of incoming communication.

The following are strong assets for this position:

- Lived experience with disability
- Lived experience with provincial and/or federal disability benefits
- Experience in the non-profit sector
- Experience supporting people with disabilities
- Knowledge and understanding of community resources available to people with disabilities

Compensation:

- Salary will be \$27,900 per year
- This position offers the following benefits after the successful completion of a three-month probationary period:
- 9 days of paid vacation annually
- 10 days of paid sick leave annually
- 100% of the cost of extended health and dental care benefit premiums
- A generous Health Spending Account program
- 2 weeks of paid time off during DABC's annual holiday office closure in December.

DABC is an open and diverse organization that promotes inclusive hiring practices. We encourage applications from qualified applicants who identify as visible minorities, Indigenous persons, and of all sexual orientations, gender expressions and identities. People with disabilities are especially encouraged to apply.

To Apply:

Please submit a resume and brief covering letter addressed to Sharareh Saremi, Advocacy Access Program Manager, at sharareh@disabilityalliancebc.org. No phone calls please.

Applications are due no later than **4:30 p.m.** on January 2, 2023, DABC welcomes all applications, however, only shortlisted applicants will be contacted for an interview.