



**Victoria Disability  
Resource Centre**

*Promoting a new perspective on disability*

**Disability Resource Centre  
JOB POSTING**

**Job Title:** Receptionist  
**Apply to:** Michael Hanson, director@drcvictoria.com  
**Phone (250) 595-0044 Fax (250) 595-1512**  
**Closing Date:** January 29<sup>th</sup>, 2010  
**Terms:** \$10.00 per hour based on 37.5 hour work week. After 3 months staff is offered a comprehensive health benefits package.

**Job Summary:** Reporting to the Office Manager, the Receptionist will be responsible for a variety of secretarial, reception and general clerical duties in the Victoria Disability Resource Centre (VDRC).

**Duties and Responsibilities:**

The Receptionist is a self directed front line staff who:

- Meets, greets, assists and directs individuals visiting the VDRC.
- Provides basic information regarding services and programs offered in the VDRC and in the local community.
- Offers referrals to in-office programs and assists with intake and client tracking.
- Answers in-person, telephone and online basic inquiries.
- Receives and directs incoming calls professionally and accurately.
- Re-direct calls as appropriate and take adequate messages when required.
- Follows up with all calls in the same day.
- Maintains daily filing, word processing and correspondence.
- Operates a variety of office equipment such as computers, printers, fax etc.
- Books meeting space and computer lab for groups and individuals.
- Confirm appointments with clients and staff on a daily basis.
- Efficiently sorts, records and delivers incoming and outgoing mail accurately.
- Maintains front office printed material.
- Keeps the reception area tidy and organized at all times.
- Supports the Parking Permit Desk when required.
- May direct and train temporary staff for reception relief.
- Initiates new ideas in the role and follows through with implementation.
- Takes initiative to educate self.

- Supports the vision, values and principles of the Victoria Disability Resource Centre.
- Attends all meetings and is responsible for minutes.

**Qualifications:**

- Knowledge of the Victoria Disability Resource Centre
- Office Administration certification or 1-2 years of related clerical or office experience.
- Ability to apply tact and diplomacy with all situations.
- Excellent interpersonal and telephone communication skills.
- Experience working with people with disabilities.
- Proficient in MS Word, Excel, Access, Outlook, and Internet Explorer.
- Adept at using all features of the telephone system and voice mail in a professional and courteous manner.
- Ability to communicate effectively and professionally, both oral and written.
- Able to develop and sustain cooperative, positive working relationships as a team player.
- Ability to work independently in a high energy position.
- Able to allocate time effectively, work under pressure and manage deadlines; ability to prioritize, handle multiple demands and competing priorities, and adapt to new ideas and constant changes; extremely punctual and reliable.
- Proficient at taking initiatives to support the centre and meet its needs.

**Closing Date for Applications:** Friday, January 29<sup>th</sup>, 2010

**Submit a resume and covering letter by email to:**

Mike Hanson, Executive Director  
Victoria Disability Resource Centre  
817 A Fort Street  
Victoria, BC V8W 1H6  
250 595-0044  
director@drcvictoria.com

The Victoria Disability Resource Centre (VDRC) is a non-profit organization that assists people with all types of disabilities to lead independent lives by making informed choices.

**Note:** Applicants with disabilities are encouraged to self identify as per Section 41 of the BC Human Rights Code. Only applicants considered for the position will be contacted.