



Urban Native Youth Association

Training the Leaders of Tomorrow

EMPLOYMENT OPPORTUNITY Relief Receptionists (on-call)

UNYA has an employment opportunity for outgoing, energetic and professional individuals with excellent communication and organizational skills to join our pool of on-call relief receptionists. Candidates must be willing to work on short notice, and available for on-call and intermittent shifts. Regular working hours will generally be between 9am – 5pm, Monday to Friday.

The receptionist serves as the first point of contact for youth, families, community partners, and employees interacting with our office in-person, by telephone, or by email. UNYA receptionists also provide general administrative support to the organization. Individuals must be able to contribute to and work well with the overall UNYA team to provide support to and assist youth in connecting with relevant community resources.

Qualifications and Conditions

1. Relevant educational experience and a minimum of 2 years experience working in administration in the social service sector or related field
2. Experience working with Native youth and community organizations
3. Broad based knowledge of the family and social issues that Native youth face today, including the generational impacts of the residential school system on Native families and communities, and a good understanding of Native cultures and traditions
4. A good working knowledge of community resources in Vancouver, particularly youth & Aboriginal-specific resources
5. Demonstrated ability to work independently as well as part of a team
6. Demonstrated ability to identify with mandate, policies and procedures of the organization
7. Demonstrated strong computer proficiency, including the ability to work with Microsoft Word, Excel, Access, PowerPoint and Outlook
8. Demonstrated ability to multi-task in a fast paced environment while maintaining consistent attention to detail
9. Excellent organizational and prioritization skills
10. Strong written and oral communications skills
11. Professional, prompt and positive attitude a must. Must possess tact and discretion, and be able to ensure confidentiality
12. Must have a criminal record check completed by and satisfactory to UNYA

Duties and Responsibilities

1. Serve as the first point of contact for youth, families, community partners and others interacting with our office in-person, by email, or by telephone on a multi-line system. Provide general information regarding UNYA, its mandate, programs and services. Respond promptly and effectively to enquiries regarding community programs, supports and services. Make referrals to specific UNYA and community programs and services as appropriate to serve the needs of youth and families and other community partners.
2. Work as part of a team to maintain a network of positive working relationships with other service providers in order to ensure effective referrals and access to a good continuum of care for youth.
3. Work with other team members to collectively establish and maintain a positive, non-judgmental environment that is accessible and relevant to the needs of Aboriginal youth.
4. Provide general administrative support to the organization. Place calls to request courier service, repairs, Board signatures, etc. Prepare outgoing mail and basic correspondence. Sort and distribute incoming mail. Check, sort and distribute faxes, emails, meeting notices, payments, and other correspondence.
5. Liaise with various programs, program staff, and Board members to update weekly schedules, arrange meetings, confirm participation, and share information. Coordinate staff and board meetings, and room bookings.
6. Prepare and disseminate information in preparation for meetings (ie. minutes, memos, etc.) as directed.
7. Maintain and tidy administrative area. Organize, inventory, order and re-stock office supplies as needed.
8. Respect and maintain confidentiality of staff issues within the team, with the exception of the Executive Director, Community Developer/Program Coordinator and/or other supervisors. Respect and assure youth of confidentiality in the community and with other service professionals.
9. Regularly consult with and report to immediate supervisor(s).
10. Participate in UNYA programming and activities as a positive team member and role model.
11. Perform any other duties required to support the day-to-day administrative operations of UNYA.

Please send a resume, cover letter stating the position that you are applying for, and contact information for (3) employment related references to the attention of the Community Developer/Program Coordinator. Resumes will not be reviewed without a covering letter. No enquiries. Only those short-listed will be contacted. **Closing: when filled**