



Fraser Region Aboriginal Friendship Centre Association  
A101-10095 Whalley Boulevard | Surrey, BC | V3T 4G1 | [www.frafca.org](http://www.frafca.org)  
Phone: 604-595-1170 | FAX: 604-595-1176 | [hire@frfca.org](mailto:hire@frfca.org)

---

**Position Title:** Receptionist  
**Reports to:** Office Manager  
**Classification:** Casual/On-Call

---

The Fraser Region Aboriginal Friendship Centre Association is a non-profit organization that provides a diverse range of culturally safe and supportive services to Aboriginal people in Surrey and the Fraser Valley.

Under the supervision of the Office Manager, the Receptionist will greet visitors to the office, answer phone inquiries, and provide general information to clients and visitors.

- Provide an excellent First Impression
- Use a phone system to answer calls, filter them, transfer them, and take messages
- Greet people who come to the office and lead them to the right person or department
- Ensure follow-up of incoming and outgoing documents, whether in electronic or paper form
- Organize regular outgoing mail—figure out postage rates and place postage on letters and parcels
- Forward internal mail according to established procedures
- Manage and update reservations for the various conference rooms in the office
- Ensure the various office machines are replenished and work properly
- Make calls for service when required
- Receive and distribute mail
- Update the daily office attendance list
- Responding to email information requests

#### **Education and Experience:**

- Grade 12 education or equivalent with experience in a receptionist position working in a similar environment with a strong focus on customer service excellence
- Strong proficiency in computer skills together with exemplary telephone manners
- Effective interpersonal skills and the ability to communicate tactfully with others
- Ability to work effectively in a fast paced, multi-faceted work environment
- Excellent problem solving and decision-making abilities
- Great attention to detail with strong written and oral communication skills
- Ability to provide excellent customer service to employees, residents and their families, visitors, service providers, and the public
- Professional demeanor with a positive and cooperative attitude
- Ability to respond to emergency situations
- Effective team member with the desire and ability to support the company and the team in all activities
- Demonstrated organizational, coordinating, and prioritizing skills
- Adaptable to change
- Empathy for and understanding of the needs of clients who are seeking information/assistance
- Criminal Record Check and review is a requirement of all employees of FRAFCA.



Fraser Region Aboriginal Friendship Centre Association  
A101-10095 Whalley Boulevard | Surrey, BC | V3T 4G1 | [www.frafca.org](http://www.frafca.org)  
Phone: 604-595-1170 | FAX: 604-595-1176 | [hiring@fafca.org](mailto: hiring@fafca.org)

---

#### **CLOSING DATE**

Open until suitable candidate is selected.

#### **APPLICATION PROCEDURE**

Please send your (1) resume; and (2) cover letter by fax, mail, hand delivery or email marked attention, Annette Christopher, Finance Clerk.

**Email:** hiring@fafca.org

**Fax:** 604.595.1176

**SNAIL Mail:** A101-10095 Whalley Boulevard, Surrey, BC V3T4G1

#### **Other Instructions:**

1. Identify the position code **RECEPTIONIST** in the header of your email, fax, and COVER LETTER.
2. We thank all that apply, but only those selected for interview will be contacted.

*\*\*\*\*Pursuant to S. 41 of the BC Human Rights code, preference may be given to Aboriginal Applicants\*\**