“Looking for Passionate Individuals who are willing to maintain and promote FRAFCA’s Welcoming and Supportive Organizational Image and Vision”

About Us:
The Fraser Region Aboriginal Friendship Centre Association (FRAFCA) is a rapidly growing Indigenous community-based organization, serving BC’s largest urban Indigenous population of children, youth, families & Elders. Our Vision is to build a community of strong, healthy, successful Indigenous people connected to each other and to their roots by fostering their health & well-being through culturally relevant services, support, and advocacy.

Position Summary:
At FRAFCA, the receptionist is our first point of contact with our clients. Under the supervision of the Office Manager, the Receptionist is responsible for handling front office reception and perform administrative duties, including greeting guests, offering them a beverage, answering phones, schedule appointments, handling client inquiries, and sorting and distributing mail.

Why FRAFCA:
- Opportunity to work alongside cultural knowledge keepers & Elders;
- Holistic, culturally safe, approaches to serving our clients and community;
- Freedom to share and observe own cultural practices (i.e. smudging in the office); Paid sick/personal leave days;
- Paid vacation day;
- Parking available on site.
- Offices located along main transportation routes; main office by the Skytrain Station;
- Extended Health Benefits Package (Medical, Dental, Travel) and Employee Assistance Plan after the 3-month probationary period;

Your Duties:
Some on your duties & responsibilities include:
- Provide an excellent First Impression;
- Use phone system to answer, filter and transfer calls, and take messages;
- Greet office visitors and direct them to the correct person or department;
- Ensure follow-up of incoming and outgoing documents, in electronic or paper form;
Qualifications:

Education and Experience requirements:

- Grade 12 education or equivalent experience in a receptionist position working in a similar environment with a strong focus on client-service excellence;
- Strong proficiency in computer skills (Word, Excel, Outlook);
- Exemplary telephone management skills;
- 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 client-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;
- Knowledge of multicultural communities, organizations and service providers within Surrey;
- Criminal Record Check and review is a requirement of all employees of FRAFCA.

How to Apply:

Please send your Cover Letter and Resume by fax, mail, hand delivery or email marked attention, at:

Email: hiring@frafca.org | Fax: 604.595.1176
SNAIL Mail: A101-10095 Whalley Boulevard, Surrey, BC V3T 4G1

Identify the position code (Part-Time Receptionist) in the subject of your email, fax, and cover letter.

We thank all that apply, but only those selected for interview will be contacted.

Applications will be accepted on a rolling basis. Open until suitable candidate is found.

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