

Schedule "A"
TOURISM VANCOUVER
METRO VANCOUVER CONVENTION AND VISITORS BUREAU
POSITION DESCRIPTION

IDENTIFICATION

Position Title:	Receptionist
Division:	Corporate Services
Reporting to:	Director, People & Culture
Date Updated:	April 2018

POSITION SUMMARY

Reporting to the Director, People & Culture, the Receptionist is a Tourism Vancouver ambassador for the tourism community and consistently delivers a high level of service to colleagues, customers, suppliers, Tourism Vancouver members, Board members and visitors.

The outgoing, proactive, friendly and always professional individual will ensure that all incoming telephone calls and visitors are handled with utmost professionalism, directed to the appropriate person and all messages are relayed in an accurate and timely manner. The position also provides administrative support to all Tourism Vancouver departments and works with discretion and confidentiality at all times.

POSITION RESPONSIBILITIES

The responsibilities include but are not limited to the following:

- Welcomes visitors to the Tourism Vancouver corporate offices in a highly professional and friendly manner
- Answers switchboard calls promptly, redirecting callers to relevant departments, provides general information about Vancouver and greets visitors
- Assists in the coordination of logistical aspects of departmental programs including staff meetings, seminars, workshops, special projects and Tourism Vancouver member events
- Arranges and schedules meetings in boardrooms, off-site venues and other locations; ensures appropriate presentation equipment is provided
- Processes courier requests and waybills, matching waybill copies with courier invoices for Accounts Payable
- Administers and manages inbound/outbound mail, including priority post, packages, courier services and other correspondence. Oversees, date stamps and records time arrivals for courier packages and advises appropriate departments; liaises with Tourism Vancouver's off-site warehouse
- Maintains record of Tourism Vancouver staff attendance
- Ensures staff employee contact listings are accurate and up to date

- Assists with overflow administrative work from other internal departments and other administrative and related work as required
- Provides some support to Human Resources including assisting in the set up and coordination of staff and other internal meetings
- Ensures all office equipment is in good working condition and responds to maintenance requests in a timely manner including ensuring all office equipment is fully supplied with paper, toner, etc.
- Maintains staff kitchen, stationary and office supply rooms by ensuring all are supplied and kept in a tidy manner
- Coordinates departments confidential documentation as required
- Ensures that the appropriate evacuation procedures are carried out in the event of an emergency – acts as a member of Tourism Vancouver’s Emergency Response Team
- Observes and reports any security/safely issues to Senior Management
- Maintains the reception area in a tidy and professional manner
- Represents Tourism Vancouver at industry events as required

WORKING CONDITIONS

This is a regular full-time position working 8:30am to 5:00pm, Monday to Friday. The position requires flexibility to work occasional overtime and the ability to multitask and adapt to changing priorities

QUALIFICATIONS

- 2 – 3 years of experience in a similar role with a very strong service orientation
- Possess a professional, positive, outgoing and energetic manner at all times. The individual will exhibit superior customer service skills and experience
- Superior telephone manners and strong interpersonal skills
- Strong written and verbal English communication skills
- Strong administrative skills including Microsoft applications as well as knowledge of general office procedures involving procurement and making travel arrangements
- Familiarity with courier and shipping procedures
- Able to maintain filing systems and basic databases
- Knowledge of office supplies, office equipment and/or services ordering, as well as inventory control of these items
- Ability to multi-task while maintaining maximum efficiency
- Experience with discretion & management of confidential information
- Must be willing to work independently, be well organized, able to prioritize, meet deadlines, take initiative while paying attention to details
- Strong commitment to team excellence and a willingness to assist others
- Self-starter, resourceful, good sense of humour, takes initiative
- Knowledge of Tourism Vancouver’s member businesses and the Metro Vancouver tourism industry
- Must be passionate about Metro Vancouver as an international destination
- Post-secondary education/training in a related field and/or equivalent experience

Duties and responsibilities may be added, deleted, or changed at any time at the discretion of Tourism Vancouver, formally or informally, either verbally or in writing.