



## **Summer Student – Office Support Worker**

### **WHO ARE WE?**

VNHS's mandate is to provide safe, secure, and affordable housing. Although our original and ongoing mandate is to focus on the housing needs of the urban Aboriginal community, we have expanded our operations to include housing solutions for seniors, youth, women at risk, persons living with mental illness and the homeless and homeless at-risk populations.

We are looking for a strong leader to join our team with professional and consistent interaction with other departments to provide accurate information and support to facilitate swift processing of rents due to the organization.

### **JOB GOAL:**

VNHS's Summer Student – Office Support Worker will be taught how to handle day-to-day activities that go on behind the scenes in Non-Profit Housing Operations. They will learn how each role within the organization functions in relation to one another to provide service best and most efficiently to our tenants. Some of the areas that they will be familiarized with are Residential Tenancy, Risk Management, Funding, Programming, Marketing and Tenant Relations.

### **PERFORMANCE RESPONSIBILITIES:**

In the performance of these responsibilities, the Summer Student – Office Support Worker will gain experience in the following areas:

General Office Administration support:

- Maintaining office supplies and materials required for operations at Head Office
- Maintaining a contact list for organizational contacts and partners as required for operational communications
- Assisting with group registration for training, conferences, and other sector workshops
- Arranging for incoming and outgoing mail and couriers' packages as required
- Covering reception and front desk as required.
- Assisting with other duties as assigned to support the Head Office

Operations Administration support:

- Supporting application and tenant processes
- Working closely with the Property Management team supporting overarching tenant management functions
- Data entry into Society ERP system and partner(s) data base systems in support of tenant transaction and applicant records management (Yardi, BC Housing Applicant Registry)



- Preparing general correspondence, memos, notices, presentations and reports as required by the Management and Executive team
- Recording transactions and receivables at head office and ensuring timely records for accounting functions
- Compiling and maintaining records and reports as required
- Establishing and maintaining various filing and records management systems

#### IT Administration support:

- Provide assistance for technical office equipment and new applications.
- Assist with ordering supplies for office equipment at all VNHS locations.
- Help manage mobile and desktop phone issues and creating/filing paper documents.
- Assist with website and social medial updates and additions.
- Assist with Keyscan issues – database maintenance, running reports and updating users/FOBs.

#### **QUALIFICATIONS:**

##### **Education & Training**

- Secondary School completion or equivalent education
- In post-secondary program

##### **Experience and Eligibility**

- Eligible to participate in the Canada Summer Student program
- Experience working in a non-profit and/or volunteer organization
- Experience working independently as well as part of a team
- Demonstrated ability to communicate with all levels of management and staff effectively, verbally and in writing
- Experience working in an office environment

##### **Knowledge, Skills & Abilities**

- Excellent organizational and time management skills, and the ability to establish priorities and complete assignments within timelines
- Technical frame of mind, a willing to learn and ability to quick pick up on concepts.
- Demonstrated strength in time management, organizational skills and control of document flow
- Knowledge of standard office procedures and use of Microsoft Suite



- Experience with using social media for business purposes
- Comprehensive knowledge of aboriginal culture and traditions
- Familiarity with social housing programs and services
- Current driver's license and car
- Physically fit, bending and lifting to 15 kilos

## **Applicants**

Please note, while we would like to connect with all our applicants for this position, only those chosen for interview will be contacted.

Only those candidates who submit a Cover Letter and Resume will be considered for this position. Due to the high volume of applicants, you will only be contacted if you are selected for an interview.

COVID-19 considerations:

We provide Personal Protective Equipment to all our staff in response to COVID-19 and WorkSafe BC requirements. We have enhanced our cleaning and sanitization schedules on building touchpoints to prevent the spread of COVID-19.