Title: Office Administrator
Hours of Work: 37.5 hours, 5 days per week
Compensation: $48,000 - 52,650 annually
Paid time off between Christmas and New Year, day off on birthdays, contribution towards training/wellness.
Probationary period: 4 months

Society Profile:

Seniors Services Society of BC (SSSBC) is a non-profit charity located in New Westminster, BC which provides support services for seniors in New Westminster to live independently, as well as housing information across BC and outreach services for seniors in the Lower Mainland.

Purpose & Strategic Alignment:

Reporting to the Director of Operations, the Office Administrator is central to the smooth, professional day-to-day operation of the SSSBC office. As often the first point of contact for clients and the public, this role creates a welcoming, client-centered environment that reflects the values of the organization. The position also serves as SSSBC's designated Health and Safety Representative, championing a safe and healthy workplace for staff, volunteers and clients.

Position Overview:

The Office Administrator is responsible for welcoming clients and visitors, managing communications, supporting administrative and accounting processes, and ensuring coordinated information flow across departments. This role keeps the office running efficiently while providing information and referral support that helps seniors connect with the services they need. The successful candidate will bring strong communication skills, attention to detail, and the ability to respond calmly and effectively in a fast-paced, client-focused setting.

Key Responsibilities

1. Reception & Client Support

- Greet all visitors and clients in a professional, respectful, and supportive manner.
- Triage drop-in clients and connect them with appropriate staff or departments.
- Coordinate OPTINET, our multi-line VoIP phone system; manage incoming calls and messages.
- Provide general information about SSSBC programs and services.

- Offer brief Information & Referral support for inquiries outside SSSBC's service scope by identifying and sharing appropriate community resources.
- De-escalate clients experiencing distress; apply crisis-prevention techniques.
- Book meeting rooms, manage shared space calendars, and cancel or adjust appointments for absent staff.
- Maintain reception logs, visitor statistics, and related reporting.
- Process inbound and outbound mail daily and restock and maintain reception and resource library areas.
- Train new staff in reception procedures.
- Uphold confidentiality and professional boundaries.

2. Health & Safety

- Serve as the organization's designated Health and Safety Representative, championing health and safety responsibilities across the workplace.
- Help identify and report hazards, take part in workplace inspections, and support incident investigations and follow-up.
- Keep health and safety postings, records and information current, and help staff understand their safety responsibilities.
- Raise health and safety concerns and recommendations with the Director of Operations.

3. Administrative & Office Operations

- Oversee office supply inventory, place orders, and ensure adequate stock.
- Prepare the annual office supply budget, monitor expenditure, and compare vendor pricing to support cost-effective purchasing.
- Coordinate volunteer schedules, availability confirmation, and appointment reminders.
- Create and maintain templates, forms, and internal communication tools as directed.
- Support staff with printing, scanning, formatting, and administrative tasks as needed.
- Maintain organized digital and physical filing systems.
- Assist with coordinating tax clinics, form-filling appointments, and booking logistics.
- Support internal projects, events, and community engagement initiatives, including simple promotional posters and visual materials.
- Maintain and send out the timesheet template biweekly.
- Coordinate the office cleaning schedule for all staff.
- Handle Housing Directory updates and inquiries.

4. Information Tracking & Reporting

- Track and categorize all Information & Referral inquiries handled at reception.
- Maintain accurate statistical data for reception and social media logs.
- Contribute to departmental reporting by collecting and organizing data.
- Flag service gaps, trends, or client concerns to supervisors.

5. Accounting & Financial Administration

- Manage petty cash reconciliation and small-scale bookkeeping tasks.

- Support basic Sage accounting entries bimonthly as needed (training provided if required).
- Process invoices, receipts, and expense claims as directed.
- Coordinate with the accounting department to ensure data accuracy.

6. Additional Duties

- Adopt and effectively use digital tools for case management, reporting, and communication.
- Attend and participate in all staff meetings.
- Demonstrate a proactive attitude and flexibility in responding to emerging needs.
- Commit to ongoing professional development and training.
- Participate in rotating cleaning duties for common areas, consistent with all staff regardless of role.
- Consistently represent the organization with professionalism internally, publicly, and across all digital platforms.
- Other duties as assigned.

Qualifications

- Experience in reception, office administration, or front-line client service, ideally in a non-profit or community setting.
- Strong verbal and written communication skills, with a calm, compassionate approach to clients in distress.
- Excellent organization and attention to detail, with the ability to manage competing priorities.
- Proficiency in Microsoft Office Suite and comfort learning new digital tools and phone systems.
- Basic bookkeeping experience; experience with Sage is an asset.
- Interest in workplace health and safety, and willingness to complete Health and Safety Representative training
- Commitment to confidentiality, professionalism, ongoing learning, and professional boundaries.
- Additional languages are an asset.
- Clear Criminal Record Check including vulnerable sector clearance.

Job Details

- This is a full-time permanent position – 37.5 hours/5 days per week
- Working Hours: Monday to Friday, 8:30am - 4:30pm. Some evenings and weekends as needed, reimbursed with in-lieu time.
- Location: In person at 750 Carnarvon Street, New Westminster BC V3M 1E6
- Compensation: $48,000 - 52,650 annually. Salary will depend on the applicant's qualifications, experience, and skillset
- Probationary period: 4 months

Benefits

- Paid time off between Christmas and New Year
- Paid birthday leave
- Extended health and benefits
- 12 paid sick days per year
- Professional development and wellness support
- RRSP matching up to 2% after 24 months of employment
- Opportunities to contribute to meaningful work supporting seniors in BC

How to Apply

Please submit your resume and cover letter to **careers@sssbc.ca**
Deadline: Open until filled
Note: Only shortlisted candidates will be contacted. No phone calls, please