



Job ID #: 25078-Admin
Position Title: Receptionist and Facilities Assistant
Program: Administration
Location: Surrey
Position Details: Temporary full-time position 35 hours per week. Starting as soon as possible until March 31, 2026, with chances of extension. **Second language will be an asset.**
Posting Date: October 10, 2025
Closing Date: October 24, 2025

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

Supporting both front desk operations and facilities management at the Surrey Welcome Centre, this role includes administrative duties, facilities coordination, front-line reception, and liaison support between vendors, tenants, municipal agencies, and internal departments.

How You'll Make a Difference:

Facilities & Operations Support

- Support Facilities Manager in operational tasks and special projects (e.g., new office setups, coordinating key fob issuance, parking access, and visitor/security passes).
- Monitor, receive, and forward all communications from tenants, vendors, and municipal (city, provincial, and federal) authorities.
- Respond to staff requests for maintenance or repair of office equipment (copiers, postage machines, etc.); contact vendors as directed.
- Assist in monitoring activities of contracted service providers (e.g., pest control, waste disposal, recycling, water cooler, etc.).
- Track and follow up on facilities maintenance issues to ensure completion on the "OnSite HQ" system
- Maintain and update inventory of tools, equipment, and supplies.
- Assist with invoice collection, reconciliation, and processing for all facilities vendors.
- Upload invoices into the organization's financial system (Sparkrock) and maintain accurate financial records as directed by the Senior Property Manager.
- Monitor and manage three designated email accounts used for facilities, vendor, and tenant communications; escalate issues or share relevant information with the Senior Property Manager.
- Respond promptly to tenant requests and issues.
- Ensure follow-ups are completed and records are updated.
- Support site meetings, events, and special facilities-related activities.

Reception & Front Desk Support

- Respond to and transmit all incoming phone calls; provide general information about programs and services.
- Greet walk-in clients, students (e.g., LINC, LCCS), volunteers, visitors, and the public.
- Answer general inquiries and refer individuals to internal departments or external agencies as appropriate.
- Monitor the flow of people in the reception area to prevent unauthorized access.
- Maintain order in the reception area (e.g., discourage loud talking, phone usage).
- Respond to security or emergency incidents following established protocols and promptly report to the Senior Property

Head office: 2610 Victoria Drive Vancouver, BC V5N 4L2

T: 604-684-2561

www.issbc.org

ISSofBC's offices are situated on the unceded and ancestral territories of the xʷməθkʷəy̓əm (Musqueam), Skwxw̓7mesh (Squamish), Səl̓ilwətaʔ/Selilwitulh (Tsleil-Waututh), Qw'ó:nt'l'an (Kwantlen), q̓ icəy (Katzie), kwikwəʔəm (Kwikwetlem), Qiq̓'Éyt (Qayqayt), ʔenas̓cəwəʔ təməxw (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations.

Manager or designate.

- Maintain and update the Reception Resource Manual. Ensure reception area, bulletin boards, and brochure displays are tidy and well-stocked with up-to-date materials.

Administrative & Clerical Support

- Assist with general clerical tasks: photocopying, faxing, mailing, typing, and proofreading.
- Assemble information kits as required.
- Distribute internal mail and process outgoing mail using the postage machine.
- Assist administrative staff with processing and mailing membership renewals and other notifications.
- Performs other related duties as assigned.

What you Bring:

Completion of a certificate or diploma in office administration, business or related discipline and one (1) year of related experience preferably in a related social service field; OR an equivalent combination of education, training and experience.

What Makes You a Change Maker:

- Ability to communicate effectively in both written and oral English. Fluency in a second language is an asset.
- Demonstrated cultural competency and commitment to working effectively with diverse populations.
- Demonstrated ability to manage time and resources effectively.
- Possession of and the ability to maintain a clear provincial Criminal Record Check.

ISSofBC Value Proposition

- Expected Hiring Salary **\$22.90 - \$25.20** per hour. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually. We are a proud and certified Living Wage BC Employer. Our current total compensation package continues to meet the requirements of living wages in BC to support our employees.
- Accrued vacation and other paid leave benefits based on eligibility.
- Extended health and dental benefits within one month in the role.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Employee and Family Assistance Program (EFAP).
- Values-based organization with collaborative peers with a wide range of backgrounds and talents.
- Inclusive culture and innovative workplace with opportunity for new approaches.

We acknowledge Indigenous Peoples on whose territories we are privileged to work, welcome and support newcomers, including immigrants, refugees and students. We honour the Nations who have always cared for these lands, waters, and air. In line with ISSofBC's commitment to equity, we promote inclusive employment opportunities for women, Indigenous Peoples, people with disabilities, persons of diverse sexual orientations, gender identities or expressions (2SLGBTQI+), and racialized individuals. Guided by our values of Purpose, Improvement, Belonging, and being Genuine, we strive to create a collaborative environment where diverse perspectives and unique strengths are celebrated.

****All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format. Click the Apply Now button on BambooHR****

For Internal Applicants – please indicate that you are an Internal Staff or Volunteer by answering the pre-screening question in BambooHR. All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. Closing Date: **October 16, 2025.**

If You are Passionate about Making a Difference, Apply Now!

