



HORSE COUNCIL BRITISH COLUMBIA

JOB DESCRIPTION

Title:	Reception and Office Assistant
Reports to:	Executive Director
Wage Level:	A1 - \$21.35 (hourly/casual) Up to 25 hours per week (8:30am – 1:30pm M-F)
Position last evaluated:	November 2021
Job description last updated:	April 2023

JOB SUMMARY

Under the general direction of the Executive Director the incumbent has the overall responsibility for the professional, accurate, and timely handling of all incoming phone calls, mail, and packages. Greets members and visitors and directs them to the appropriate individual. Processes membership applications and membership inquiries. Coordinates mailouts and HCBC store shipments. Ensures and maintains a supply of brochures and booklets for the front office area and regular membership mailouts. Ensures that the front office displays are appropriately stocked and tidy (notifies appropriate staff members when inventory runs low).

TYPICAL DUTIES AND RESPONSIBILITIES

1. Process memberships and membership/insurance inquiries over the phone and enter them into the database system.
2. Answer and direct telephone calls and general information emails in a timely and professional manner.
3. Process cheques and credit card payments as required.
4. Mail membership cards and promotional packages as requested.
5. Maintain postage usage records as required. Review information with Finance and Administration staff as required.
6. Ensure front office materials are available (inventory control), tidy and presented in a professional manner.
7. Conduct monthly and annual inventory for HCBC store.
8. Oversee HCBC library records and follow-up on late returns.

9. Process rider levels and associated paperwork into the membership database and send out appropriate certificates.
10. Compile and provide monthly reports for incoming telephone calls and emails.
11. Engage with stakeholders in the equine sport community to encourage and foster growth and participation in HCBC's programs and services.
12. Participate and support HCBC initiatives to promote equestrian sport through the province.
13. Other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

- Knowledge of the objectives and practices of equestrian communities.
- Knowledge of membership systems or other customer relationship management systems.
- Ability to accurately enter membership information and process transactions.
- Ability to communicate professionally both verbally and written.
- Ability to exercise independence, good judgement and adapt to changing priorities.
- Ability to establish and maintain effective working relationships with the membership, members of the public, and internal and external partners.
- Ability to work under pressure, working to tight timelines.
- Knowledgeable of current office procedures, equipment, and software (Internet, MS Office, etc.).
- Possess strong attention to detail and organizational skills.
- Ability to manage and collaborate on projects that could involve other HCBC staff, Board Members, volunteers, vendors, or other stakeholders.
- Ability to remain calm and effective in high pressure situations with competing priorities.
- Ability to provide strong customer service and user experience to the membership of HCBC.
- Ability to be an active, collaborative, dependable, and supportive member of the staff team at HCBC.
- Ability to develop strong professional competence and actively pursue continuous learning opportunities.

TRAINING AND EXPERIENCE REQUIRED

- Completion of a college diploma in a field related to business, administration, or similar.
 - Minimum of 2 years administration experience in a variety of delivery areas
 - Minimum of 2 years experience in providing reception duties for a busy office
- Or an equivalent combination of education and experience.
- Access to reliable transportation.
 - Satisfactory Criminal Records Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons that are interacted with as a result of your employment. This includes following safe work procedures, using personal protective equipment when required, and asking for training if you are unfamiliar with work that you have been requested to perform. This also includes speaking up to your supervisor if you have safety concerns for yourself or others.

Contributes in maintains a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Takes responsibility for reducing energy consumption and waste within the scope of their job duties.

Aligns personally with the organization's values:

- **Fairness:** We are committed to the value of fairness in all our undertakings. We promote “playing by the rules”, open-mindedness, listening to others and treating people with respect. We believe fun and enjoyment in a safe environment should be at the heart of recreation and sport.
- **Science-based Education:** We believe in science-based education as the means to improve practices related to safety, equine welfare and performance.
- **Respect:** We expect from ourselves and others that all members, staff and volunteers will be treated with respect.
- **Responsibility and Accountability:** We value the rights of equines and equestrians and the responsibilities that come with those rights. We provide responsible, accountable service and are committed to being a knowledgeable voice for our community.
- **Inclusivity and Diversity:** We welcome everybody and value a participant base that is reflective of our diverse community in BC. We recognize the need to be proactive in achieving this.