



## Reception and Membership Assistant

(Regular Full-Time, Permanent)

Are you organized, detail-oriented, and enjoy providing excellent customer service?

Join our team as our Reception and Membership Assistant.

MONOVA operates both the Museum of North Vancouver (115 West Esplanade) in The Shipyards and the Archives of North Vancouver (3203 Institute Road) in Lynn Valley. We also support several online and offsite experiences to engage with and learn about the past, present, and future stories of North Vancouver. As the Reception and Membership Assistant you will answer the phone and respond to queries, providing a welcoming and informative service. You will handle a variety of clerical duties, including bookkeeping, bank deposits, invoice preparation, assisting with payroll, and general office tasks. Additionally, you will arrange catering for meetings and facility setup when needed. This position is primarily based at the Archives in our Lynn Valley office with occasional working at the Museum.

If you have a knack for organization, a welcoming demeanor, and a passion for administrative work, we'd love to hear from you!

### Summary of Duties

**Visitor Services:** Welcome and orient visitors, providing routine information regarding hours of operation, exhibit details, program offerings, and other related matters for both the museum and archives.

**Communication:** Handle incoming calls and voice mail messages for both the museum and archives; monitor email and respond to general inquiries.

**Bookkeeping:** Perform daily routine bookkeeping tasks, bank deposits, monthly bank reconciliations; prepare tax receipts; assist with maintenance of book counter inventory and related records.

**Membership Processing:** Process memberships and receipts for membership dues; send corresponding letters and other correspondence as needed.

**Data Management:** Keep databases and spreadsheets up to date; compile annual statistical numbers and maintain statistical attendance records for the archives and museum, school programs, monthly and annual events, and volunteer hours.

**Clerical Support:** Provide clerical support with a wide range of duties including assisting with payroll, processing mail, purchasing office supplies, preparing materials and envelopes for mailings, formatting mailing lists, arranging catering for meetings, and facility setup.

Performs related work as required.



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### Desired Experience, Qualifications and Skills

Sound knowledge of business English, spelling, arithmetic and punctuation.

Sound knowledge of modern office practices and procedures.

Ability to prepare, maintain and distribute a variety of materials, compile non-complex statistical data and perform non-complex arithmetical calculations.

Ability to deal effectively and courteously with the public and MONOVA staff in providing information and assistance as related to the work performed.

Ability to perform a variety of clerical, data entry, word-processing, bookkeeping, secretarial, receptionist or other office support functions.

Ability to exercise initiative and make decisions in accordance with applicable rules, regulations and policies.

Ability to operate standard office equipment including personal computer and applicable software.

Completion of Grade 12 including or supplemented by Microsoft office courses, preferably including elementary bookkeeping, or an equivalent combination of training and experience.

**Salary:** \$ 27.30 per hour (PG13 - Step 1, 2024 rate)

**Start Date:** November/December 2024

**Schedule:** 35 hours per week. Regular, full time, permanent.

### Please apply to:

Pamela Roberts, Manager of Business Operations North Vancouver Museum & Archives, 115 West Esplanade, North Vancouver, BC, V7M 0G7

Interested applicants should submit a cover letter and résumé submitted by e-mail to [monovahr@monova.ca](mailto:monovahr@monova.ca) by 8 November 2024, 5pm PST.

The cover letter should provide concrete examples that illustrate how they meet the education and experience aspects listed in the Desired Experience, Qualifications and Skills.

MONOVA believes that the benefit of an inclusive approach enhances creativity, diversity and innovation, and will build a workforce representative and reflective of the communities we serve. We are committed to a work environment and recruitment process that are inclusive and barrier-free. Please advise if accommodation measures must be taken to enable you to apply and be assessed in a fair and equitable manner. MONOVA is an equal opportunity employer, and we encourage candidates who are women, BIPOC, LGBTQ2S+ and people with disabilities to apply.