



## 🌟 Join the Surrey Food Bank Family! We're Hiring a Reception & Registration Superstar! 🌟

Are you passionate about making a difference in your community and providing exceptional service?

The Surrey Food Bank is looking for a dedicated and enthusiastic **Reception & Registration** lead to be the first point of contact for our clients, donors, and community partners. This full-time, in-office role is a unique opportunity to be at the heart of our mission to combat food insecurity while fostering positive relationships. If you like administration and being a helper, we want YOU to join our team at the Surrey Food Bank (SFB)!

📍 **Location:** In-person, Surrey, BC

🕒 **Position:** Full-time (Part-time will be considered)

📅 **Apply by:** Oct 24, 2024

### **About Us:**

The Surrey Food Bank is a community-leading social purpose organization with a mandate to foster a nourished and thriving community free from food insecurity. We provide essential food access to individuals and families with need through no-cost grocery shopping options and community connections. With an annual budget of \$4 million and a dedicated, diverse team of 20 employees, we strive to deliver impactful programs to vulnerable Surrey households - all fueled by the support of donors, volunteers, and community partners.

### 🌟 **What You'll Do:**

- Manage the client registration process, conducting initial assessments and ensuring documentation is in order.
- Create a warm, respectful environment for clients: address concerns, answer questions, and provide guidance on available services, food distribution schedules, and community resources.
- Handle administrative duties with grace and tact: managing calls, emails, general clerical duties and data entry while maintaining confidentiality and accuracy.
- Collaborate with our Coordinators and Program Manager to troubleshoot and enhance our processes, always looking for ways to improve and do better.

### 🌈 **Who You Are:**

- At least 1 year of recent experience in an administrative role, preferably in a nonprofit setting.

- Experience working in a client-facing or customer service position with excellent interpersonal skills and a positive attitude.
- Proficient English communication skills, both verbal and written, with a warm, professional telephone etiquette (bilingual skill are a plus!)
- Proficient in Microsoft Office (Word, Excel, Outlook) and able to input data quickly and accurately. Able to learn new software programs.
- A team player who thrives in a collaborative environment, bringing initiative and a strong work ethic.
- Experienced in administration, preferably in a non-profit setting.

### **What We Offer:**

- A vibrant work environment where your contributions make a real difference.
- Opportunities for personal and professional growth through training and development.
- The chance to be part of a mission-driven team dedicated to creating positive change in the community.
- Living wage offered as regular part-time or up to full-time hours @ \$22-24.50/hour for the right candidate
- Employer-paid Health & Dental benefits; 3 weeks paid vacation; RSP match.

### **Ready to Make a Difference?**

If you're excited to be a part of a mission-driven team that values compassion and community, we'd love to hear from you! Apply now by sending your resume and a brief cover letter to [hr@surreyfoodbank.org](mailto:hr@surreyfoodbank.org) with "Registration & Reception" in the subject line.

Surrey Food Bank is an equal-opportunity employer committed to fostering an inclusive and diverse workplace. We encourage applications from all qualified individuals, and accommodations can be provided as necessary during the hiring process.

**Application Deadline:** Rolling applications. The position is open until filled, with a planned start date of November 1, 2024 or earlier and initial review of applications beginning the week of Oct 14.

**Join us at the Surrey Food Bank and help us create brighter days for those facing need!**

