



Job Opportunity: Receptionist

Company: Rockland Scientific Inc.

Location: Victoria, BC

Compensation: Scales with qualifications and experience, $\frac{3}{4}$ to FT position, benefits available.

About Rockland Scientific

Rockland Scientific Inc. is a growing, privately held company, in Victoria, British Columbia, Canada. Our purpose is to enable scientific progress by creating novel & technically superior oceanographic measurement equipment that help scientists understand climate change. Our customers are academics who work in oceanography and limnology, and who focus on climate research, deep-sea research, and coastal zone management. Our main drive is to make our customers successful in their work. Rockland specializes in the measurement of turbulence in oceans, rivers, lakes, and laboratories. We pride ourselves to be experts in our field and the foremost manufacturer of turbulence measurement systems.

Mission of the Receptionist

The Receptionist plays an integral role in the company's day-to-day operations. Often the first point of contact for Rockland's clients and suppliers, the Receptionist helps customers and internal team members in carrying out their daily activities. The mission and primary accountability of the Receptionist is to enable an efficient and pleasant workplace and ensure the smooth daily operation of the company.

Duties and Responsibilities

Operate telephone switchboard to answer, screen, route calls and relay messages. Greet and answer inquiries from general public, customers and visitors, and announce and log visitors. Process outgoing mail and receive deliveries. Perform administrative support tasks; proofreading, typing, operating calculators, facsimile machine and computers. Maintain safe and clean reception area by complying with procedures, rules, and regulations. Help to plan and coordinate meetings and events. Monitor and maintain office equipment. Provide general administrative and clerical support. Provide administrative support to the CEO as required. Come to work every day determined to make a difference.

Key Competencies

- Resourcefulness
- Technical prowess
- Problem solving
- Initiative
- Communication
- Organization

Job Competencies & Experience

Typical three years' experience. Typically holds High School Diploma. Supervisory Role: No.

- Telephone and Switchboard
- Microsoft Office Software
- Scheduling & Event Planning
- Office Equipment
- Administrative and Clerical Procedures
- Typing

Responsibilities Details

Receive Visitors

- greet visitors appropriately
- determine visitor needs in a professional manner
- offer refreshments to visitors where appropriate
- direct visitors to correct person
- ensure back-up when absent from reception desk

Answer Phone Calls

- answer and address incoming phone calls in a timely and polite manner
- clearly determine the purpose of the call
- address queries and provide correct information
- forward calls to appropriate person
- take and deliver messages accurately and completely

Manage Mail

- sort and distribute incoming mail
- prepare outgoing mail for pick-up or courier
- organize courier deliveries

Monitor Security

- monitor people coming and going through the reception doors
- be aware of and report suspicious activity

Financial

- monitor and record petty cash payments
- balance petty cash
- basic bookkeeping duties

Clerical

- photocopy and collate documents
- fax documents
- file documents accurately
- maintain equipment and report any malfunctions
- monitor, control and order office supplies
- restock office pantry

Organize Meetings

- book meeting room
- inform participants
- set up meeting room with necessary stationary and equipment
- organize catering for meeting

Secretarial Support

- prepare correspondence and documents
- update databases
- organize mailings
- prepare and maintain spreadsheets
- schedule and follow up on appointments

Reception Area Maintenance

- keep reception area clean and neat
- maintain and organize reading material

How to apply

Send resume (maximum 2 pages), plus cover letter describing why you are the best person for this position. Send as PDF file to careers@rocklandscientific.com, subject line Receptionist.