Burnside Gorge Community Association
Facility Coordinator & Administrator

JOB SUMMARY
The Facility Coordinator & Administrator is responsible for the promotion, operation and coordination of Facility Rentals and building maintenance at the Burnside Gorge Community Center in order to provide clean, safe opportunities for recreation, rentals, and community programming. Working in the reception area, the Facility Coordinator & Administrator also responds to calls and provides administrative support to agency operations in collaboration with the Office Administrator.

KEY DUTIES AND RESPONSIBILITIES
Facility Management:
- Collaborate with Community Recreation Coordinator and other agency departments to coordinate and schedule proper facility usage
- With direction from the Office Manager, oversee the successful operation and maintenance of the Burnside Gorge Community Centre
- With direction from the Office Manager, liaise with the City staff and contractors to ensure the effective functioning of heating, lighting, plumbing, electrical and electronic environmental control systems and general maintenance at the Burnside Gorge Community Centre
- Supervise janitorial staff at the Burnside Gorge Community Centre and coordinate vacation and sickness coverage when needed
- Assist in ensuring quality condition of all supplies, equipment and materials

Facility Rentals
- Promote facility rentals and maintain relations with rental groups
- Respond to rental inquiries including tours, booking rentals, preparing contracts, processing payments, monitoring and reviewing account balances, etc
- Prepare rooms for rental use, gather supplies and equipment, set up tables, chairs, podium, prepare refreshment service, etc
- Ensure that all rentals and their requirements are entered in our database (Savan) and communicated to the appropriate staff
- Manage internal bookings of space for BGCA staff and programs
- In collaboration with the Community Recreation Coordinator, ensure programming space requirements are met
- Schedule adequate Facility Attendant coverage for all rentals outside of regular opening hours and ensure all setup requirements and shift instructions are communicated appropriately
- With direction and support from the Office Manager, recruit, train, supervise and evaluate Facility Attendants
• Respond to Facility Attendant questions and tenants’ concerns during after hours rentals through the rentals cell phone

Administration (in collaboration with the Office Administrator):
• Maintain a clean and organized lobby and front desk
• Answer phones and greet visitors in a welcoming manner, direct to appropriate staff and schedule appointments where required
• Accept monetary and in kind donations, provide information on acceptable and needed items and process donation according to guidelines
• Problem solve with callers and visitors who require referrals to other agencies
• Oversee the sign-out of keys, AV equipment, vehicles
• Provide administrative support to agency staff such as overseeing program registrations and waitlists as per directions from program managers, taking payments, copying, scanning, designing new and updating existing brochures and posters, etc
• Update website content as provided by program staff and Management Team
• Enter payments and review account balances for program registrations, room bookings and child care in our database (Savant)
• Distribute information to agency staff that may be of benefit to them, their clients or their programs
• Provide support to the Management Team on an as-needed basis
• Provide occupational first aid when needed

SKILLS AND KNOWLEDGE
• Willing and able to quickly learn new software and continuously adapt to ongoing software, process, and procedural improvements
• Ability to organize and prioritize work
• Accountable and adaptable
• Proactive, flexible self starter with solid judgment and a bias for action
• Demonstrated strong oral, written and interpersonal communication skills
• Demonstrated ability to work as part of a team, as well independently
• Level 1 Occupational First Aid certificate or a willingness to obtain this within an agreed upon deadline is required
• Strong working knowledge of the Microsoft Office suite and Google suite
• Ability to supervise multiple staff members with limited personal contact.
• Ability to respond to after hours questions and concerns regarding facility rentals and troubleshoot problems
• Ability to work flexible hours and respond after hours if necessary
• Understanding of building maintenance is an asset
QUALIFICATIONS
Relevant education and/or experience. Transferable skills will be considered.

ADDITIONAL INFORMATION
- This position requires a moderate level of physical activity
- This position is expected to perform custodial duties on occasion
- The ability to function independently and work towards achieving identified goals in a prescribed deadline environment is an ongoing expectation
- The BGCA encourages a spirit of contribution within the workplace. There is an expectation that staff will participate in community or special events on occasion throughout the year in the spirit of volunteerism.

HOURS OF WORK
35 hours per week, Monday through Friday, primarily afternoon/evening shifts (7.5 hour shifts with start times varying from 10:30am to 12:30pm depending on programming). Occasional weekend shifts as required if no weekend Facility Attendant coverage available.

Starting wage $25.00/hr. Paid sick leave. Extended health and dental benefits and opportunity to opt-into matched RRSP after probationary period. Vacation pay accrual starting at 4% (2 weeks) and increasing with length of employment.

REPORTS TO
Office Manager

TO APPLY (Please submit a resume with cover letter to)
Burnside Gorge Community Association
Attn: Renske van der Linden
Email: rense@burnsidegorge.ca
Fax: 250-388-5269
Mailing address: 471 Cecelia Road, Victoria, BC V8T 4T4

Closing date: open until filled (interested applicants are encouraged to submit as soon as possible as BGCA reserves the right to hire a suitable candidate at any time)

We thank all applicants for their time but only short-listed candidates will be contacted.