

JOB POSTING

POSITION TITLE:	Group Buying Program Assistant
CLASSIFICATION:	Office and Program Assistant
WAGE RATE:	\$23.79-\$27.86 per hour
HOURS:	Thirty-five (35) hours per week (including some evening and weekend work and travel to the Vancouver Island)
START DATE:	August 21, 2017
REPORTS TO:	General Manager
LOCATION:	Vancouver office
CLOSING DATE:	August 8, 2017

GENERAL DESCRIPTION

The group buying program is organized and operated by CHF BC for the benefit of its members. Harnessing the buying power of the Federation's member co-ops, the program offers reduced pricing while guaranteeing a high level of quality and service.

The Group Buying Program Assistant (the "Assistant") provides general administrative support to the program, including support to staff, members and program suppliers. The Assistant is also responsible for supporting the day-to-day operation of the Federation's Flooring Program, including financial administration, coordination and scheduling, and liaises with Federation members, staff and suppliers. Additionally, s/he will work with the commercial services director and the telecom coordinator to provide support to the Telecom program. S/he works as part of a team with shared responsibility to serve members and contribute to the success of the Federation.

RESPONSIBILITIES

Flooring Program Administration

- Ensure that correct account and contract documentation is in place for each client prior to flooring installations
- Process quotations, work orders, invoices, and related documentation according to the agreement between the Federation and the Program supplier
- Maintain accurate and up-to-date files on all client accounts
- Maintain an accurate database on Program accounts and operations
- Produce regular sales and revenue reports on Program performance

- Ensure the timely collection of receivables from Program clients
- Review invoices received from the Program supplier for accuracy and initiate payments to the supplier
- Answer inquiries and complaints from Program clients and assist in the timely resolution of problems, including but not limited to issues concerning provision of quotations, scheduling of work, installation, correction of deficiencies and related follow up
- Liaise with Program clients, the Program supplier, related parties, the Accounting Co-ordinator and the Commercial Services Director to facilitate the smooth and efficient functioning of the Program
- Perform other duties in support of the Flooring Program as assigned by the Commercial Services Director

Telecom Program Administration

- Support the telecom program coordinator and commercial services director in the administration of the Telecom program
- Assist clients in understanding the requirements of the Telecom program
- In the absence of the Telecom Coordinator, effectively and accurately communicate information between the client and Telus Home Services
- Ensure accurate billing and the timely collection of receivables from Telecom clients
- Review invoices received from Telus Home Services for accuracy and initiate payments
- Ensure that the Telecom client's needs and the needs of the Federation are being met in a timely and cost effective manner
- Prepare satisfaction surveys and compile information
- Edit content on the telecom program on the Federation's website
- Contribute to the preparation of quarterly reports on the performance of the program

General Program Support

- Contribute to the activities of the group buying program to ensure optimum efficiencies and devise methods to evaluate the effectiveness of the program
- In collaboration with the commercial services director, evaluate program effectiveness to develop improved methods and recommend appropriate action

Financial Administration

- Ensure that correct account and contract documentation is in place for each client prior to project initiation
- Process quotations, work orders, invoices, and related documentation according to the contract between the Federation and the supplier
- Maintain accurate and up-to-date files on all member accounts
- Produce regular sales and revenue reports on performance

- Ensure the timely collection of receivables from clients
- Review invoices received from the supplier for accuracy and initiate payments to the supplier
- Answer inquiries and complaints from clients and assist in the timely resolution of problems, including but not limited to issues concerning provision of quotations, scheduling of work, installation, correction of deficiencies and related follow up
- Liaise with clients, the supplier, related parties, the accounting coordinator and the commercial services director to facilitate the smooth and efficient functioning of the program
- Process invoices and prepare cheques
- Record cheques and make bank deposits
- Assist with preparation of financial budgeting and monthly reports
- Assists staff in preparing visa reconciliation reports monthly
- Perform other duties in support of the flooring program as assigned by the commercial services director

Membership and Office Services

The Assistant collaborates with the commercial services director in marketing the program and increasing uptake of the program to members of the Federation. The Assistant is one of a team of staff required to provide front desk coverage during the receptionist's break periods

KNOWLEDGE

- Project Management skills include techniques needed to manage project scope, schedule and work processes
- Post-secondary diploma in business administration, marketing, project management or equivalent experience
- BCIT Accounting 1 or equivalent bookkeeping training or experience
- Advanced Microsoft Excel and Microsoft Word skills
- Skilled in performing detailed numerical computations and reports
- Proven ability at project start up and monitoring
- Proven ability to develop project budgets and monitor expenditures
- Minimum of 3 years of directly related project coordination experience
- Minimum of 1 year of experience writing and editing business documents
- Experience in a marketing-related role is preferred
- Familiarity with modern technology including HDTV, internet and other telecommunication services
- Knowledge of customer relationship management systems
- Experienced in the Microsoft Suite of Applications with advanced knowledge of MS Excel and MS Outlook

SKILLS

- Strong multi-tasking and organization skills
- Effective problem solving and conflict resolution skills
- Excellent verbal communication skills, attention to detail and high level of customer service skills
- Excellent writing, proof-reading and presentation skills
- Ability to understand financial data and draw conclusions

ABILITIES

- Ability to perform at a high level in stressful situations
- Ability to take initiative, make independent judgement/decisions
- Customer service oriented with the ability to create a positive impression of the Federation and its telecom program
- Ability to communicate well with a variety of people including excellent written and interpersonal skills necessary for achieving goals and resolving conflicts
- Demonstrated willingness to be flexible and adaptable to changing priorities
- Personable and courteous in working relationships with board members and other professionals
- Must be analytical, well-organized, and have the ability to switch tasks quickly
- Advanced ability to effectively communicate in both a written and oral manner
- Ability to analyze data and draw conclusions

OTHER JOB REQUIREMENTS

- Travel is required in the lower mainland and Vancouver Island
- Ability to attend evening events both on the mainland and on Vancouver Island is mandatory
- Ability to meet intensive and changing deadlines
- Ability to interact with board members