

Office Administrator & Receptionist

THE OPPORTUNITY:

Are you highly organized, detail-oriented person who is a critical thinker for all things office administration? Are you someone who thrives on speaking with others and making a positive and helpful impact to those you encounter daily? If so, London Health Sciences Foundation (LHSF) is seeking applications for a high-performing, motivated **Office Administrator and Receptionist**.

A role that is vital to the smooth running of our organization, the Office Administrator and Receptionist is responsible for representing the brand in a positive and welcoming way for our visitors. In this role, the successful candidate will act as the first point of entry brand ambassador for the organization, ensuring the first impression of all visitors positively reflects on the entire company. In this role, you truly can make a positive impact for not only the organization, but those you communicate with daily.

The role requires efficient execution of day-to-day office administration functions including support for operations, payroll and various donor and volunteer activities, while also bring a proactive, continually improving attitude towards exceptional customer and donor experience on behalf of LHSF.

Not only will this successful candidate manage reception and meet & greet visitors, but they will also proactively seek out solutions for any problem that may arise within this portfolio. In this role, the successful candidate would be responsible for reception coverage; greeting visitors, donors and volunteers in a professional manner and will thrive in their excellent verbal and written communication skills with others.

The successful candidate's high attention to detail will continually improve and enhance the LHSF's front desk capabilities. The successful candidate will ensure office support services to the Foundation, including data entry, payroll coding and HR assistance, mail and courier handling, facilities repair requests, ordering office supplies, ensuring office equipment is functional and assisting with the coordination of logistics for various meetings and events.

REPORTS TO: Chief Operating Officer

IDEAL CANDIDATE PROFILE:

Skills / Experience / Qualifications:

- Successful completion of Post-secondary education degree or diploma
- Minimum 3 years of experience in professional office environment which includes office administration, operations and facilities
- Excellent customer services skills
- Highly organized, detailed oriented and ability to problem solve
- Highly proficient in a broad range of software applications including Microsoft Word, Excel, PowerPoint, Raiser's Edge and WorkBrain
- Highly proficient in cloud-based office tool Office 365
- Ability to work independently and effectively on a variety of priority projects with competing deadlines with a high degree of accuracy
- Excellent interpersonal and communications skills, both written and verbal

- Ability to interact effectively with all levels of the organization/members of the public and the ability to maintain confidentiality
- Must be articulate and confident in communicating over the telephone or in person
- Ability to operate common office equipment with proficiency (postage machine & scale, photocopies, fax, printers, etc.)

Functions/Duties: *(not in priority order or percentage of time)*

Office Administration

- Coordinate purchase of Foundation office and kitchen supplies:
 - Administer the central office supply system to be expensed out by Cost Centre
 - Prepare and log all purchase order requests, distribute to COO for signoff and return to Finance in a timely fashion.
- Ensure common office equipment is functional and there are adequate supplies of paper, toner at all times
- Update staff extension list and staff mailbox
- Daily reporting of staff absences for HR purposes ensuring WorkBrain is correctly coded
- Manage boardroom bookings by informing staff of next meeting time to avoid overlap
- Assist in volunteer management with logistics

Reception

- Ensure all inquiries on the telephone, in person, and electronically are greeted professionally and dealt with and/or directed appropriately
- Ensure main phone line and events line message systems are updated as required and checking phone messages regularly
- Receive and/or open Foundation mail and courier packages and forward them appropriately
- Request all online courier shipments locally and outside of London for staff
- Sort and distribute internal and external mail
- Open all donation envelopes and create cash deposit form
- Keep current all Reception binders and manuals
- Ensure reception area is welcoming, clean and organized daily

Logistics

- Liaise with Facility and Planning at the Hospital regarding lighting, temperature, damage and other related matters
- Basic upkeep and maintenance of common area and kitchen space
- Coordination and monitoring of parking lot for donors, staff and volunteers and placement of parking signage for visitors
- Order Keys for all Foundation Staff and maintain a Central Key System

Development Team Support

- Input donor information changes (i.e. address, do not contact etc.) from requests via phone, mail etc. and make any other changes as required.

- Accept and fill out donation forms when donors call in to make donations.
- Forward donor inquiries, requests etc. to appropriate staff members when necessary.
- Provide administrative support to the Donor Experience team including, but not limited to, writing thank you messages, preparing onboarding packages, coordination of onsite parking for donors and volunteers.
- Assist with events as needed (i.e. night-of guest registration, preparing guest packages, ordering supplies, printing stationary etc.).
- Manage Foundation inbox and forward correspondence to appropriate staff members.
- Provide administrative support to Legacy and Memorial Giving including, but not limited to, updating pertinent donor information from daily obituaries; assisting with various mailings including next of kin letters, newsletters, estate documents, direct response campaigns etc.; making annual calls to funeral homes to inquire about stationary needs.
- Track and inform of when cheques are received by scanning and sending to development staff Sell event and lottery tickets
- Liaison of Lottery inquiries for Lottery Consultants

Other Responsibilities:

- Act as an Ambassador throughout the Community, positively representing the Hospital and the Foundation.
- Work as a team player promoting a positive and professional work environment and conduct role with integrity and respect
- Other duties as assigned from time to time to meet the overall goals and objectives of the London Health Sciences Foundation
- Abide by the policies and procedures of the LHSF and LHSC.
- You will need to provide documentation of completed COVID vaccine series prior to starting your employment with LHSF.
- Abide by the *Occupational Health and Safety Act*, and work in a manner that is safe, reporting incidents immediately to direct supervisor.
- Operate within culture and core values of the organization

To apply for this position please submit a resume and cover letter detailing your experience to Nancy Foran, Executive Assistant, nancy.foran@lhsc.on.ca

DEADLINE TO APPLY: 5:00 pm on Friday February 4th.

ABOUT LONDON HEALTH SCIENCES FOUNDATION (LHSF)

As the charitable arm of London Health Sciences Centre (LHSC), we at London Health Sciences Foundation (LHSF) strive to enhance the standard of care for patients at our hospital. With your generosity, we support the development of critical initiatives such as ground-breaking research, state-of-the-art equipment, specialized care with personalized treatment options and the education of our next generation of clinicians.

It is through the hope and kindness of our donors that the health and lives of patients at LHSC are impacted, today and tomorrow. We are committed to honouring your compassion with acts of gratitude, stewarding with respect and reporting with honesty, transparency and accountability.

On behalf of LHSC, the communities it serves, and the individuals whose lives are impacted by its work, we:

- **Nurture** kindness and empathy with initiatives that help those in need, today and tomorrow.
- **Champion** gratefulness with legacy choices and commitments that can transform lives.
- **Inspire** optimism with meaningful relationships and creative partnerships.
- **Serve** as trusted stewards committed to responsible, respectful cultivation and engagement of our donor community through accountability, reporting, acts of gratitude and milestone celebrations.

Our Beliefs

You are the difference.

Your hope creates possibilities. Your compassion generates strength. Your commitment builds resilience. Because you believe, others thrive. Making a difference for another person is both noble and joy filled. It matters deeply.

We honour your kindness and empathy...

With initiatives to help those in need, today and tomorrow.

We fulfill your gratefulness...

With legacy choices and commitments that can transform lives.

We celebrate your optimism...

With meaningful relationships and creative partnerships that prove there are no boundaries to what can happen next.

But it's you – your heart and spirit – who creates the dignity, the support and the love that enriches the lives of your family, your friends, your neighbours and your community.

You choose to care.

We're here to serve that choice and the powerful difference it will make.