

Administrator

Vancouver, BC

VANCOUVER HOLOCAUST EDUCATION CENTRE

Commemorating the past
& educating for the future

About Us

Founded by Holocaust survivors in 1994, the Vancouver Holocaust Education Centre (VHEC) is Western Canada's leading Holocaust teaching museum, engaging more than 25,000 students and teachers annually. The VHEC's mission is to promote human rights, social justice and genocide awareness through education and remembrance of the Holocaust.

We produce acclaimed original exhibitions, onsite and online school programs, teaching materials and public events. The VHEC also maintains a museum collection and archives, Holocaust survivor testimony project, and a library and resource centre.

With an ambitious expansion on the horizon as part of the **JWest** redevelopment project, the VHEC is poised to expand its reach and ensure that the lessons of the Holocaust engage future generations of British Columbians.

For a view into our mission, please visit www.vhec.org.

The Opportunity

Posting Date:	Application Deadline:	Position Status:	Hours/Week:
Feb 20, 2024	Feb 29, 2024	Full-Time	36.5

The VHEC is actively searching for a skilled and dynamic Administrator to join our dedicated team in February 2024. This pivotal role involves a commitment of approximately 36.5 hours per week.

As the Administrator, you will be instrumental in maintaining the overall efficiency of our organization by overseeing key areas such as office management, reception, school program scheduling and various critical administrative tasks. Your contributions will directly support our mission of Holocaust education and human rights, making you an invaluable part of our team. If you are a motivated and detail-oriented professional with a passion for making a positive impact, we invite you to apply and be a key player in our mission at the VHEC.

RESPONSIBILITIES

Reporting to the Director of Operations, the Administrator will be responsible for the following duties:

Office Management

- Be the primary staff person responsible for opening and closing the VHEC
- Ensure that public spaces, including exhibition areas, the library, lunchroom and reception, are neat and tidy, implementing proactive measures for effective office management
- Coordinate office calendar, room bookings, and set-up for internal meetings
- Provide administrative support for the Executive Director, including scheduling appointments and preparing for board and committee meetings, and for other staff
- Troubleshoot office equipment and liaise with IT consultants for regular maintenance and interim matters
- Administer passwords for email, computers, and other VHEC accounts
- Update manuals (administrative, tech, security) as needed
- Responsible for the storage and scheduled destruction of administrative records (onsite and offsite)
- Record minutes at staff meetings and other meetings when required

Reception

- Serve as the critical initial point of contact between the VHEC and the general public
- Be the primary staff person responsible for answering phones, checking voicemail, and changing outgoing messages as needed
- Ensure all telephone and email interactions are professional and positive, representing the VHEC well to clients and supporters
- Respond to email inquiries on info@vhec.org and forward specialized requests to the appropriate staff
- Manage mail, including sending tribute cards as per donor specifications
- Inform development staff of significant donations and send out corresponding acknowledgement letters

Visitor Services

- Provide client care and visitor services, ensuring a welcoming environment for all visitors
- Open and close the exhibitions and display equipment daily
- Track daily visitors and record visitor figures
- Manage event ticket sales and RSVPs, including virtual programs
- Assist with library book sign-out and searches in the absence of the Librarian
- Handle book sales (in person and online), taking payments, and updating inventory accordingly
- Assist Holocaust restitution volunteers with certifying restitution documents and client care

Light Financial Duties

- Coordinate authorized cheque signatories as required and prepare, write, and mail cheques
- Serve as backup to Finance Administrator to receive and file invoices, preparing basic coding
- Manage, track, and reconcile petty cash, providing monthly reports to the Finance Administrator
- Process credit card transactions on credit card terminal
- Prepare and mail annual endowment and multi-year pledge reminder letters and statements

Database Tasks

- Print and send tax receipts using Raiser's Edge donor database
- Collaborate with the Finance Administrator to update and maintain our Raiser's Edge
- Print and send tribute cards using FileMaker database
- Update and maintain FileMaker database

Bookings

- Serve as the first point of contact for school tour and outreach speaker requests.
- Manage the scheduling of educational resource loans, including book sets and discovery kits
- Coordinate registrations and send confirmations for VHEC-administered symposia programs and teachers' conferences
- Schedule appointments to support survivor services and the Holocaust restitution volunteer
- Assist in the oversight of school programs, ensuring smooth logistics for the arrival of docents, speakers, and schools, setting out materials, and handling payments

Procurement

- Order supplies for office, kitchen, library and archives, exhibitions etc.
- Advise the Designer of any special stationery requirements
- Replenish bookstore inventory as required

Other Duties:

- Perform other duties as reasonably required

COMPENSATION

The salary will range from \$50,000 to \$53,000 F/T per annum and will be commensurate with experience.

BENEFITS & PERKS

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|---------------------------------------|---|
| • Competitive benefits package | • December holiday shutdown |
| • 10 health days/year | • Observation of Jewish holidays in |
| • 3 PM close every Friday in December | addition to statutory holidays (as many |
| • 2 weeks of vacation | as an additional 18 paid days off a year) |

About You

You are an experienced professional with an undergraduate degree, ready to contribute your skills to the impactful work of the VHEC. With 2-3 years of proven expertise in office administration and management, you possess excellent verbal and written English language skills. Proficient in various software, including the Microsoft Office suite, office administration tools, and database systems like Raiser's Edge, you showcase strong computer skills. Known for meeting deadlines and efficiently managing multiple tasks, you are detail-oriented and tech-proficient.

Your organizational prowess effortlessly coordinates office calendars, supports executive personnel, and ensures smooth day-to-day operations. Committed to providing exceptional client care, you excel in reception duties, greeting visitors with warmth and professionalism. Your interpersonal skills are second to none, enabling positive liaisons with staff, volunteers, vendors, and program partners. Committed to teamwork, active listening, empathetic communication, and conflict resolution, you bring a professional approach to all interactions. Administrative and clerical tasks are your forte,

supporting both daily operations and forward planning. A background or interest in museum education and programming is an asset, as is a commitment to promoting human rights and social justice.

EXPERIENCE

- A minimum of 2-3 years of hands-on experience in office administration and management.
- A bachelor's degree, preferably in business administration, management or a related field, would be an asset.
- Experience in donor database management (preferred).
- Experience in the educational or non-profit sector (preferred).

SKILLS

- MS Office Suite, particularly Outlook, Word & Excel
- Strong verbal and written English
- A minimum of 35 words per minute accurate typing speed
- Project management platforms (Eg: Asana)
- File management systems (Eg: FileMaker Pro)
- Square payment platform and equipment
- Donor database management (Eg: Raiser's Edge)
- MS Teams or similar video conferencing software
- PDF editors
- Accurate data entry
- Google calendar management
- Basic IT troubleshooting

APTITUDE & DISPOSITION

- Interpersonal & communication skills
- Respectful
- Attention to detail
- Adaptability
- Ethics & integrity
- Composure & emotional maturity
- Willing to learn
- Teamwork & collaboration
- Initiative
- Client focus

How to Apply

If this sounds like you, we would love to hear from you!

Please email your cover letter and resume in one file to jobs@vhed.org quoting **Administrator** in the subject line. Applications will be accepted until the position is filled.

Your application will be handled with utmost discretion and confidentiality. All applicants will receive an automated email response confirming receipt of their application submission. Please note that only applicants shortlisted for an interview will be contacted.

Administrator. Join our team!

The VHEC is an equal opportunities employer and encourages applications from Canada's federal job equity groups: women, Aboriginal peoples, persons with disabilities and members of visible minorities.

We sincerely thank all applicants for their interest in the VHEC.