



Administrative Assistant – RLC Park Services

Are you a highly organized and detail-oriented individual looking for a position where you can make a positive impact?

We are looking for a collaborative team player who can prioritize, meet deadlines, and takes the initiative to find solutions and create administrative efficiencies at RLC Park Services in our mid-island office at Rath Trevor Park.

Reporting to the Chief Operations Officer, the **Administrative Assistant** will support the Parks Operations Management Team as well as Park Managers. This position will be key to the smooth operation of the business by providing valuable administrative support, such as maintaining records and filing systems, and consistently communicating in a timely manner with staff and the public. The position is also responsible for managing the Regional Park reservation system as well as editing and formatting reports, letters and emails, and correspondence with staff and the public.

Type: Permanent, full-time

Days/Hours of Work: Monday to Friday, 8:00 am to 4:30 pm with flexibility for operational requirements during the summer season.

Wage: \$23-25 depending on experience

Location: Mid Island office at Rath Trevor Provincial Park.

Duties and Responsibilities

General Office Duties

- Maintain processes and procedures, including office procedures and routines, filing forms and documents, maintaining safety documents,
- Organize, format and revise correspondence, letters, templates and temporary computer generated signs as required.
- Maintain office printers/copiers and office supplies.
- Reception duties include assisting the walk-in public with inquiries; coordinate deliveries.

Parks Specific Duties

- Triage and respond to public and staff requests/queries, voicemail messages, providing accurate information in a timely (within 24 hours (weekends not included in this timeframe) and professional manner.
- Assist with uniform inventory and tracking.
- Ensure water requisitions are updated on BC Parks website.
- Ensure that park statistics are received from various parks and entered correctly electronically. Question missing information as applicable.
- Compile and send out letter of authorizations for group sites/events.
- Maintain the painting/staining and maintenance/repair logs.
- Submit occurrence reports to BC Parks within 24 hours.
- Service Plus- retail ordering, tracking and distribution for Gatehouses.
- Regional District of Nanaimo (RDN) Reservation System – facilitate and make changes as required, group site reservations.
- Facilitate subcontractor onsite visits – sign in/sign out.
- Assist with annual fire extinguisher program – inventory, inspections.
- Maintain records for radios.

Other Park Duties as Required

- Work in the Gatehouse welcoming campers – this is the first point of contact for the public.
- Register campers; collect fees, answer inquiries, sell retail items/use point of sale system.
- Clean Gatehouse and surrounding facilities, including outdoor toilets.

Skills and Qualifications

- Proficiency in Word, Excel, PowerPoint and Outlook.
- Demonstrated knowledge of standard office protocol and professional etiquette.
- Ability to take direction and complete tasks with minimal supervision.
- Ability to act professionally in a busy environment and handle confidential information appropriately.
- Excellent written and verbal communication.
- Must be proficient with cash handling and reconciliation.
- Excellent organization and problem-solving skills/finding a solution (resourcefulness).
- Flexibility to changing priorities and ability to adapt quickly.
- Ability to meet deadlines.
- Excellent time management skills.
- Detail orientated.
- Self-starter and a collaborative team player.

Education/Experience Required

- Certificate in office administration or similar experience
- Computer and software experience
- Administrative experience: 5+ years
- Customer service: 5+ years

What we offer

RLC Park Services offers an extended health and dental plan after successfully passing three month probationary period, RRSP matching and the opportunity to work with Landscaping and Park Operations staff on Vancouver Island and the North Sunshine Coast.