**About Easter Seals**

One in five (22%) Canadians aged 15 years and over has one or more disabilities. In British Columbia and the Yukon, approximately 750,000 adults and 26,000 children have a disability that limits their independence and quality of life.

Now in its 75th year, Easter Seals BC & Yukon is one of British Columbia’s legacy charities operating for over six decades to provide programs and services to better the lives of children and adults with diverse abilities. Operated by the BC Lions Society for Children with Disabilities (Society), Easter Seals BC & Yukon has helped 1.1 million families in need through transportation services, Easter Seals Camps, educational classes, Easter Seals House, post-secondary bursaries at regional colleges and universities, community access services, and patient care programs.

As a registered charity, the Society relies on the generosity of donors to fund their programs and services. Through individual and corporate giving, grants, special events, and major gifts and bequests, the Society directs and stewards its funds with the strategic guidance and fiduciary oversight from its Board of Directors.

***Mission***

Inspire communities across BC and the Yukon to support, and enable access for, individuals with disabilities.

***Vision***

Enable abilities in our communities***.***

***Our Values***

* **Excellence:** We strive to be the best in all that we do.
* **Relevance:** We commit to effectiveness, sustainability, and continuous improvement.
* **Integrity:** We are trustworthy and accountable.
* **Inclusive**: We treat everyone with respect, embrace diversity, and value the contributions of individuals and communities.
* **Collaboration:** We foster teamwork and build collaborative relationships.
* **Access:** We champion improved access for individuals with disabilities.

**What** **You’ll Do**

Easter Seals BC/Yukon is seeking a part-time Front Desk Attendant/Guest Services Representative for Easter Seals House, our home away from home for families traveling to Vancouver. The Guest Services Representative/Front Desk Attendant provides a safe and secure environment for residents and visitors.

**Responsibilities**

* Answer enquiries regarding services by telephone, email and in person.
* Manage reservations and reservation enquiries.
* Register arriving guests and check out departing guests.
* Present statements of charges and process payments.
* Maintain an inventory of vacancies, bookings, and room assignments.
* Accurately record day to day happenings using appropriate methods; maintain logbook and complete occurrence reports.
* Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems.
* Record all maintenance issues.
* Coordinate inter-departmental communication.
* Perform other duties as assigned.

**What you bring**

* Completion of high school or equivalent is usually required. Previous work experience in hospitality or a social service environment as a volunteer or in a support capacity may replace formal education requirements.
* Strong customer service skills and positive attitude.
* Professional phone etiquette.
* Ability to work with little supervision.
* Willingness to learn from co-workers.
* Basic computer knowledge.
* Ability to multi-task.

**What's In It for You?**  
  
We invest time and resources into making sure Easter Seals BC/Yukon is as good as the people we hire. Here are some of the reasons we attract the best people:

* **Part Time (16 hours):** Mondays and Fridays 4:00pm to 12:00am, plus (ideally) other shifts as may be needed.
* **Environment:** Stimulating and challenging work environment.
* **Equal opportunities:** We believe that all employees have the right to equality, equal opportunity, fair treatment, and an environment free of discrimination.

*Diversity, equity, inclusion, and accessibility are essential to creating a meaningful and vibrant workplace. At Easter Seals BCY, we are committed to building a strong and representative team and encourage applications from members of all communities who are disadvantaged under the BC Human Rights Code. Easter Seals BCY is also committed to developing an inclusive, barrier-free selection process and work environment.* *Please advise if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.*