



Little Mountain Neighbourhood House Society

157 36th Avenue East, Vancouver BC, V5W 0G3

Tel: 604-879-7104

www.lmnhs.bc.ca

Posting Date: August 14, 2026

INTERNAL & EXTERNAL JOB POSTING

Closing Date: August 24, 2026

Front Office and Community Resources Administrator

About us

Little Mountain Neighbourhood House Society ([LMNHS](http://www.lmnhs.bc.ca)) has been serving and building community for past five decades. Initially starting with two staff and dedicated volunteers, it has grown to be one of the largest community service providers in the neighbourhood, employing a diverse team of 100+ employees, 300+ volunteers and offering 50+ programs for people of all ages, cultures and socio-economic backgrounds. Core to its operations is strengthening connections and building relationships, welcoming everyone to contribute and to thrive. In the coming months, LMNHS will be moving into our brand-new home in the heart of Vancouver, as part of a large mixed-housing redevelopment on the Little Mountain site that will eventually house 5,000+ residents.

Job Purpose

The Front Office and Community Relations Assistant (FOCRA) plays an important role in creating a welcoming, organized, and responsive environment at LMNH. As a central point of contact for community members, guests, staff, and volunteers, the FOCRA ensures a positive first impression while connecting people to programs, services, and community resources. The role also provides front desk and shift support to help ensure daily activities run smoothly.

The FOCRA contributes to the effective day-to-day operations of LMNH by managing core administrative functions such as answering phones, coordinating mail, scheduling participants and renters, and organizing room bookings. The position maintains accurate intake and participation records, supports membership and attendance tracking, and coordinates meeting logistics including food orders and fee processing.

The FOCRA helps keep the front office running smoothly while supporting staff, volunteers, and community members.

Reports To: Operations and Facilities Manager (OFM)

Key Duties and Responsibilities

Front Office and Reception

- Maintain the efficient, friendly, and welcoming atmosphere of our reception area.
- Manage, track and operate the main switchboard to answer and forward telephone calls and emails.
- Greet and provide information and referrals to walk-in visitors
- Responsible for the front desk and waiting area.
- Responsible for processing incoming and outgoing mail/faxes and checking the general voicemail box and general email inbox.
- Orient, train and oversee front desk volunteers.



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Office Administration

- Plan, coordinate and oversee all office services, such as ordering office supplies and equipment, internal and external room bookings.
- Ensure that a proper inventory of everyday office supplies, e.g., business cards, is maintained.
- Complete the monthly stationery supply and maintain it organized and accessible.
- Oversee Front Desk Safe/Cash box - ensure float is maintained.
- Assist OFM to distribute and track staff keys and fobs.
- Maintain staff birthday list and send out cards/e-cards.

House Rentals

- Assist implementation of House rentals.
- Update online and printed rental application forms.
- Submit weekly fee-collection for all in-person rental bookings.
- Support prospective applicants' application submission and receipts.
- Maintain rental file documentation.

Board and Executive Support

- Assist the Executive Director, Board and Executive Team with administrative support.
- When requested, draft correspondence, agendas, and minutes; compile reports/ proposals and informational packages.
- Support donor stewardship.
- Help organize Board of Directors' Meetings and AGM.

Donor & Accounting Support

- Provide Point of Sale support and training.
- Support the Donor information and database implementation.
- Oversee the Membership information and database implementation.
- Control Daily Cash-out Procedures.

Other Program Support

- Support the annual Free Tax Clinic; maintain participant schedules, provide information and promote the clinic, field calls and refer to clinic lead.

Community Resources

- Research and keep abreast of internal and external community resources database (eg. Red Book Online, LMNHS calendar, MSPN resources).
- Share community resource knowledge with staff, volunteers and participants.
- Community and Elevator Information Boards.
- Track internal and external referrals.
- Make sure the website and printed material are in sync, and coordinate with the Communications Coordinator.
- Support volunteers in all the above.

Key Qualifications, Skills and Experience

- Completion of secretarial courses and/or Office Administration courses at a postsecondary level or the equivalent education and experience.
- 2 to 3 years of general office administration experience which includes administrative, community



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resource, reception and clerical functions.

- Demonstrated ability to operate a PC and related application software programs including Microsoft, QuickBooks, Donor Perfect
- Experience managing financial transactions and maintaining office inventory
- Previous Work in Not for Profit organization an asset
- Second language an asset

Start Date: TBD

Starting Wage: This is a union position with CUPE 1936, Grid Level 10 Step 2 - Hourly Rate: \$25.04

To apply:

Send you Resume, Cover Letter and additional information (ie. letters of reference or references, samples of relevant work) to:

Chance Kavar, Operations and Facilities Manager at operations.manager@lmnhs.bc.ca

ONLY SUCCESSFUL CANDIDATES WILL BE CONTACTED

We are an equal opportunity employer