



Job Description Administrative Assistant

OVERVIEW:

Working under the supervision of the BCAM Secretary, the Administrative Assistant (AA) will perform a variety of general administrative and clerical services. The incumbent will be required to both take direction and work independently to support the completion of assigned goals and objectives in a professional manner.

The AA role is key to the smooth, daily operation of the museum and the AA is an important participant with museum management and volunteers in operational matters. The AA, because of their work schedule and position, is frequently the go-to person for volunteers looking for information about museum processes and activities.

RESPONSIBILITIES:

Cashier Training and Support

- Maintain cashier instruction documentation.
- Provide coaching to support cashiers with cash register (including Shopify system) and other cashier operations.

Museum Entry Management

- Answer 'doorbell' during periods when museum entry door is locked.
- Ensure front door and front gate and airport gates (Nos. 487, 494) are locked at end of day, or that an onsite 'key holder' has been designated to ensure final lock-up.
- Open gate (No. 487) for garbage, recycle truck, meter readers, water quality testing and other museum service providers.

Access Control

- Maintain the record of keyholders and electronic pass holders. Note that management approval is required for the assignment of keys and electronic passes.

Telephone Answering

- Answer telephone during work hours
- Forward calls
- Take messages and forward to appropriate individuals, departments

BCAM Records Management

- Maintain the BCAM administration file system (physical and electronic)

Volunteer Calendar

- Assist volunteers and team managers with shift scheduling as necessary. This will include assistance with software such as M365, Teams and Shifts.
- Coordinate shift coverage with managers should unforeseen issues arise.

Special Events

- In collaboration with lead volunteer(s), prepare and manage volunteer sign-up for special events.

Email Monitoring

- Regularly check info@bcam.net and inquiries@bcam.net and ensure correspondence is answered and/or forwarded as necessary for response.

BCAM website

- Working with the webmaster and others, maintain the www.bcam.net website.

Social Media

- Monitor BCAM social media accounts and, working with BCAM content experts, respond to comments and queries.

Surface Mail and Parcel Receiving

- Pick up museum mail from the CPS mailbox and distribute as appropriate.
- Sign for receipt of courier packages.

Donation Receiving

- Contact appropriate manager (library, artifacts) if available
- Receive in kind donations by completing paperwork if necessary

Facility Rentals

- Answer queries regarding rates and availability
- In consultation with appropriate managers book reservations and develop volunteer coverage schedule.

Volunteer Enrollment

- Provide prospective volunteers with appropriate information
- Assist in completion of applications as needed
- Forward applications to Volunteer Coordinator

Other Duties as Assigned

- Perform other tasks as assigned by BCAM Secretary.

QUALIFICATIONS:

- Post-secondary diploma or degree in administrative or related discipline, or equivalent experience.
- Able to take vulnerable individual security check

KNOWLEDGE AND SKILLS:

- Excellent interpersonal skills
- Organizational skills
- Ability to work independently
- Working knowledge of Microsoft M365, Microsoft Office, Shopify, WordPress, social media platforms

GENERAL:

Hours of Work – This is a full-time position with some evening and weekend work on an exception basis.

Work Location – A workstation (PC computer, telephone and desk) for the AA is located at the cashier area in the BCAM lobby.