



Beechwood, Funeral, Cemetery and Cremation Services ("Beechwood") is owned by The Beechwood Cemetery Foundation and operated by The Beechwood Cemetery Company. The Beechwood Cemetery Foundation is a not-for-profit organization and a registered Canadian charity. Beechwood is governed by an active volunteer Board of Directors and is the only organization of its kind in Ottawa.

As the National Cemetery of Canada, Beechwood is dedicated to delivering high-quality service to honour our forefathers and set a precedent for future generations.

JOB SUMMARY

Reporting to Beechwood's Manager of HR and Administrative Operations, the Frontline Administrative Assistant is responsible for providing – in both English and French -- a point of contact for walk-in traffic, handling incoming telephone calls, controlling access to the building, performing assigned clerical tasks, managing digital communications, and coordinating office activities in support of efficient company administration.

KEY RESPONSIBILITIES

- Articulate and demonstrate Beechwood's Mission, Vision and Values both internally and externally.
- Respond to in-person and electronic enquiries; directing families to the appropriate personnel, providing families with location maps and providing information to staff, clients and visitors about special events.
- Assist in compiling data into software and produce various reports.
- Respond to website and e-mail inquiries.
- Greet clients or visitors in the most professional manner, while maintaining composure and upholding the prominent Beechwood name and image.
- Administer and accurately direct inbound/outbound mail (including priority post), packages, courier services and other correspondence.
- Complete forms, letters, memoranda and reports as necessary.
- Using exceptional communication skills, answer incoming telephone calls, assist callers, take messages, provide information, make referrals, and direct calls to staff members.
- Navigate client account information and protect privacy in accordance with local legislation.
- Process or delegate payments; occasional cash handling.
- Assist other departments with miscellaneous tasks.

REQUIRED SKILLS AND QUALIFICATIONS

- This position requires someone who is fluently bilingual and has excellent communication skills.
- Minimum Education – High School Diploma.
- Post-secondary education or experience in Administration or a related field is an asset
- Must achieve a high degree of accuracy.
- Experience with Microsoft Office applications is an asset.
- Must be passionate about helping others.

COMPENSATION

- Salary is \$40,000/year
- Monday to Friday; 8:00 to 5:00 with weekend shift once per month.
- After 1 full year of employment, receive 1 additional week off during the Holiday/New Year period.
- Competitive benefits

Beechwood is an equal opportunity employer. We thank all candidates who apply, however, only those selected for a personal interview will be contacted. No phone calls and/or agencies please. Candidates may be subject to background inquiries which are satisfactory to us.

Please forward resumes to hr@beechwoodottawa.ca or info@beechwoodottawa.ca.