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|-------------|-------------------------------------|-------------|-----------|
| Job Title:  | Office Administrator & Receptionist | Location:   | Onsite    |
| Department: | HR & Administration                 | Employment: | Full-Time |
| Reports To: | People & Culture Manager            |             |           |

### About IGV Housing

#### Making Homes Easier to Build and Possible to Own

Housing is one of the defining challenges of our time. Communities need more homes. Governments need better delivery models. Families need a new process to get into home ownership.

The reason those needs aren't being met isn't a lack of effort — it's a lack of connection. Construction, capital and ownership have always been treated as separate problems, solved by separate players. Nobody was looking at the whole system.

IGV was built to change that. We connect modern methods of construction, smarter capital and a new process to home ownership into one integrated platform — so each part strengthens the others instead of working in isolation.

The result is housing that's faster to build, more certain to fund, and genuinely possible to own. That's what we mean when we say we're not improving one part of housing. We're redesigning the whole system.

### Role Overview

The Office Administrator & Receptionist is responsible for ensuring the smooth day-to-day operation of IGV's corporate office and administration, reception and shared workspaces.

Reporting to the People & Culture Manager, this role is the operational hub of the business—creating a professional workplace for employees, customers, suppliers and visitors while supporting HR administration, procurement coordination, finance administration, health and safety administration, travel, events and internal communications.

This is a hands-on role for someone who enjoys variety, thrives in a fast-paced environment and takes ownership of getting things done. You will continually identify opportunities to improve systems, simplify administration and enhance the employee and customer experience.

### Key Accountabilities

#### 1. Office Operations & Workplace Management

- Oversee the day-to-day operation of IGV's offices, reception, meeting rooms and shared workspaces.
- Manage office operating budgets and supplier relationships.
- Support office moves, workspace improvements and facility coordination.

#### 2. Customer Experience

- Deliver a professional front-of-house experience.
- Manage incoming calls, mail and general enquiries.



- Coordinate meeting room bookings and hospitality, support company events.
3. Administration & Leadership Support
- Provide administrative support to the leadership team.
  - Maintain company records and document management systems.
  - Coordinate travel, accommodation and meeting logistics.
  - Support internal communications across the business.
4. HR Administration
- Maintain employee records and HR documentation.
  - Coordinate recruitment administration, interviews and onboarding.
  - Prepare employment documentation and induction packs.
  - Support payroll administration, leave records and timesheets.
  - Support the in-house training program and maintain records.
5. Procurement & Finance Administration
- Generate purchase orders accurately with financial coding and promptly from approved purchase requests.
  - Monitor outstanding purchase orders and follow up with suppliers regarding delivery dates.
  - Assist with obtaining supplier quotations and supporting procurement activities.
  - Escalate pricing or invoice discrepancies to Finance or Procurement.
  - Assist with supplier onboarding and document management.
  - Support month-end purchasing accruals and reporting.
  - Prepare procurement reports as requested by management.
  - Maintain electronic filing and document control for procurement and finance records.
  - Provide general administrative support to the Finance and Procurement teams.
8. Staff Engagement & Culture
- Create and coordinate staff events, celebrations and recognition activities.
  - Develop and support employee wellbeing initiatives.
  - Assist with internal communications and community engagement.
  - Help create a positive workplace culture aligned with IGV's values.
9. Continuous Improvement
- Improve office systems and administrative workflows.
  - Recommend technology and process improvements.
  - Develop efficient document management practices.
  - Simplify administration while maintaining quality and compliance.
  - Support continuous improvement across Corporate Services.

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### Role Expectations

- Takes ownership and follows through.
- Maintains exceptional organisational standards.
- Builds positive relationships across the business.
- Demonstrates initiative and solves problems independently.



- Communicates professionally and confidently.
- Maintains confidentiality and integrity.
- Continuously looks for better ways of working.

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### Qualifications & Experience

#### Mandatory

- 3–5 years' experience in office management, executive administration or business administration.
- Experience supporting multiple business functions in a fast-paced environment.
- Strong Microsoft 365 skills (Outlook, Word, Excel, Teams and SharePoint).
- Excellent organisational and time management skills.
- Outstanding customer service and communication skills. Excellent verbal and written communication.
- Able to manage competing priorities and interruptions.
- Experience coordinating HR administration.
- Experience supporting procurement or finance administration.
- Valid BC Driver's Licence.

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### Benefits

- Salary: \$25 - \$28/hr
- Vacation: 4 weeks
- Benefits: Health Spending Account

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### How To Apply

Please apply by emailing your resume to [careers@igvhousing.com](mailto:careers@igvhousing.com)