



Port Alberni Branch

**Do you want to make a difference through your work?**

**Do you believe that each member of a community deserves support, inclusion, empowerment, compassion, responsibility, respect and social justice?**

At **Canadian Mental Health Association (CMHA)** in Port Alberni, we know that we make a difference in our community. Here are just some of those impacts:

<https://www.albernavalleynews.com/community/port-alberni-to-hold-lantern-walk-for-suicide-awareness/>

<https://www.facebook.com/CMHAPA/posts/3504088119607173>

CMHA Port Alberni is looking for a part time **Administrative Support person (reception)** to join our team for **25 hours per week, Monday to Friday**. This position will provide a range of administrative services for our organization including reception and office duties. This is perfect for a person with a mid range level of office skills who also enjoys variety in their work and wants to make a difference in our community. See below for a full job description.

Founded in 1918, the Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. As the nation-wide leader and champion for mental health, CMHA promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness.

The Canadian Mental Health Association – Port Alberni Branch is dedicated to providing programs and services that foster individual growth and promote mental wellness, leading to the development of strong families and a healthy community.

**At the Canadian Mental Health Association Port Alberni, we don't just accept difference, we celebrate it. We are committed to creating an inclusive environment for all employees.**

### **ADMINISTRATIVE SUPPORT 3 – Job Description**

**Benchmark #80103**  
**Administrative Support 3**  
**Community Subsector Collective Agreement**  
**Classification Grid: 5**

**Current Wage: \$25.50 - \$27.17 (TBD after ratification of new wage schedule)**

**Reporting to:** Administrative Officer, Executive Director and/or Associate Director

**Job Purpose:** Performs a variety of administrative support functions, answering general inquiries related to programs and policies.

**Duties and Responsibilities:**

- Answers general inquiries by answering the front door, by telephone, emails, and in person, from clients, members, and the public.
- Provides direction and/or general information about programs and policies. Distributes necessary paperwork to clients as needed. Completes sales of parking passes, with correct documentation. Refers problems to supervisor.
- Performs word processing duties such as inputting client information, maintains registers, updating manuals, preparing reports, letters, drafting correspondence, tables, presentation material, newsletters, using necessary computer applications as needed. Gathers and compiles information as required, such as client information and daily/monthly statistics.
- Distributes mail, arranges shipping, signs for receipt of packages.
- Perform record management duties such as setting up and maintaining filing systems.
- Arranges meetings as directed, books meeting rooms, and types and circulates notices and agendas. Transcribes and distributes notes and meeting minutes.
- Contacts designated authority/supervisor and informs of building maintenance and repair requirements.
- Distributes supplies and cheques to clients as directed by supervisor and Outreach staff.
- Track staff coming and going to better answer questions and direct clients to available staff.
- Record and pass on messages for staff.
- Sanitize the public areas as needed, but minimally, twice a day.
- Refers clients to other programs/services and provides information regarding available resources
  
- Provides crisis intervention and responds to emergency situations as required, in accordance with established policy
- Performs other related duties as assigned

**Qualifications:**

**Education, Training, and Experience**

- Grade 12
- Office Administration Certificate
- Recent related experience of one year  
Or an equivalent combination of education, training, and experience
- Good working knowledge of MS Word and Excel
- Class 5 BC Driver's license
- CPR, Standard First Aid, Naloxone training

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment including the ability to operate, manage, and problem solve related computer systems
- Ability to plan, organize, prioritize, and time manage
- Ability to establish and maintain rapport with clients
- Knowledge of general office procedures
- Ability to interact with clients and problem solve within established ethics, professional standards, contractual obligations, established codes of conduct, and CMHA-PA Mission, Vision, and values

**COMMENCEMENT DATE:** April 20, 2026

**PLEASE SUBMIT RESUME and COVER LETTER TO:**

**KATRINA KIEFER, EXECUTIVE DIRECTOR**  
**katrina.kiefer@cmhaportalberni.ca**  
**CMHA-PA 3178 2<sup>nd</sup> AVENUE**  
**PORT ALBERNI, B.C.**  
**V9Y 4C3**