

## **Part-Time Receptionist**

**Starting rate:** \$19.50/hr.

**Hours:** Monday, Wednesday & Friday / 8:30 am-1:30 pm (to start)

- Increased hours and wages will be mutually reviewed after the training and probationary period.
- Company benefits package to be offered after probationary period.

Are you interested in starting a career in funeral service? Join our growing team as a Receptionist at Kettle Valley Memorial.

**Kettle Valley Memorial** is a local, family-owned Funeral Home headquartered in Penticton, BC. We are in our 5th year of operation serving the families of the South Okanagan & Similkameen Valley.

We pride ourselves on providing exemplary family care and being the premiere Funeral Home & Pre-Arrangement choice for families in our region. Our team is a group of dedicated, experienced and driven professionals focused on serving our community for death-care and pre-planning needs with compassion, experience and in-depth knowledge.

Kettle Valley Memorial is inviting applicants for the Receptionist role in our Penticton office. We're seeking a conscientious, detail-oriented individual who thrives on making a meaningful impact, enjoys collaborating with a team, and takes immense pride in their work. If you're ready to embrace a dynamic, fast-paced office environment, we'd love to hear from you.

By being a part of a philanthropic company that supports various local community organizations, you will have many opportunities throughout the

year to join our team to volunteer in a meaningful and heartfelt way at various community events to give back to the community which we are grateful to serve.

We are seeking professional, driven, career-minded, community-centred candidates who want to grow with our company.

**Job description and responsibilities:**

- Professionally and empathetically handle incoming phone calls from bereaved families and other general calls, directing them as needed.
- Extend a warm welcome and compassionate greetings to bereaved families and visitors when they enter our funeral home.
- Perform general clerical tasks; including but not limited to preparing invoices, completing government documents, maintaining digital and physical files, scanning and emailing documents, preparing client folders, compiling outgoing mail, sorting incoming mail, keeping physical and digital records up-to-date, managing the team calendar daily, coordinating appointments for our Funeral Director(s), scheduling courier pick-ups, receiving client payments, assisting other staff with general cleanliness of our lobby, chapel, restrooms, kitchen and viewing rooms.
- Prepare documentation and manage appointments with precision.
- Safeguard sensitive information with the utmost confidentiality.
- Collaborate and work alongside funeral directors and all other support staff.

### **Qualifications for success:**

- Possess a high school diploma or equivalent (An administrative and/or Medical Clerical degree would be considered an asset).
- Proficiency in MS office suite, e-mail, and internet usage.
- Showcase the ability to manage multiple tasks and meet deadlines under pressure.
- Ability to maintain professional and personable composure while working in a sensitive environment with grieving families
- Exhibit strong communication skills - both verbal and written, along with exceptional organizational and problem-solving abilities.
- Handle confidential documents with discretion.
- Possess a valid driver's license with a clean driving record and clear criminal record.

Every position within our organization allows room for advancement, continued learning and growth for those interested in furthering their career in funeral service.

### **How to apply:**

To join our dedicated team, please submit your cover letter and resume to [amanda@kettlevalleymemorial.ca](mailto:amanda@kettlevalleymemorial.ca) or drop off at 1873 Main St. Penticton BC. We appreciate all applications but only candidates selected for an interview will be contacted.