

## Full Time Member Services & Inventory Clerk

### THE OPPORTUNITY:

Technology for Living (TFL) is in search of an experienced, performance driven, team-focused and detailed individual, who would like to use their customer service and organizational skills and experience to provide administrative and inventory support to a small non-for-profit office of approximately 25 - 30 employees and contractors. Working with people with disabilities is a strong asset.

This position is a permanent full time (37.5 hours per week) role.

This person will be required to work at TFL's main office Monday through Friday.

This position start day is immediately.

### THE ORGANIZATION:

Technology For Living (TFL) is a non-profit social purposed organization that has served people with disabilities in British Columbia for the past 50 years. Our primary purpose is to help people with disabilities live independently at home by providing, installing, and servicing assistive technology and home automation for people living with physical disabilities. We do this through the offerings of three member-centered programs: 1. Technology for Independent Living (TIL), 2. Provincial Respiratory Outreach Program (PROP), and our 3. Peer Support Program. TFL is an equal opportunity employer.

### THE POSITION:

Key responsibilities of the Member Services & Inventory Clerk position include answering and following up with incoming telephone calls and general office administrations. Under the direction of the Logistics Team Lead this person will interact with members through the full cycle of equipment management – issue, servicing and cleaning, re-shelving, decommissioning of equipment.

### REQUIRED SKILLS & COMPETENCIES:

- Post-secondary education/courses related to the position or equivalent work experience.
- Advanced working knowledge of computer application programs, including Microsoft Office (Excel, Word),
- Ability to set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- Excellent telephone mannerism and customer service skills.
- Able to lift packages and equipment which may weigh up to 25lbs.
- Anticipate the needs of others in order to ensure their seamless and positive experience.
- Demonstrates confident, tactful, diplomatic, and professional verbal and written communication skills in the English language.

# technology for living

- Strong interpersonal skills; ability to interact/communicate effectively with co-workers, members, caregivers, and other professionals in a friendly, respectful, courteous, and empathetic manner.
- Ability to think analytically and use sound judgment and tact
- Attention to detail
- Work collaboratively, cooperatively, and effectively with others to resolve challenges and make decisions to enhance the services offered to our members and team members.
- Skillful at Identifying and rectifying potential problems, roadblocks and/or challenges.
- Creative thinker with an interest to introduce new initiatives that will support the operations of the department.
- Experience in a non-profit organization is an asset
- Must be legally qualified to work in Canada.
- Successful applicant must pass BC Criminal Records Check.

## HOW TO APPLY:

**Application Deadline:** Posted until the appropriate person is found. Position is to be hired asap.

Please send your cover letter and resume, in PDF format to [kris@khconsultinggroup.org](mailto:kris@khconsultinggroup.org). **Include your hourly rate expectation in your cover letter.**

Our staff are busy serving our members and do not have time to field telephone inquiries. **PLEASE NO phone calls.**

If you are the kind of professional who can work independently, take direction, is self-motivated and organized, will work in collaboration within a small office, is personable, mature, and professional, has a positive attitude, eager to learn and wants to make an impact, then we want to hear from you!

Thank you in advance for your interest and application. Only those short-listed for an interview will be contacted.