



POSITION DESCRIPTION

JOB TITLE:	Welcome Associate (4 Month Contract)
DEPARTMENT:	Human Resources
REPORTING TO:	Chief HR Officer

SUMMARY

The Welcome Associate will provide communications and administrative support to the HR team with exemplary customer service skills, and a compassionate can-do attitude. A passion for serving clients and supporting the great work done at Daiya will shine in all of the projects this function undertakes.

The Welcome Associate will be the first person external visitors interact with (by phone or in person) and this role requires a wide range of customer service and administration skills including enthusiastic customer service, efficient completion of administrative duties and a strong ability to positively interact with the public. This role will support the HR team with non-confidential items and projects and assist with continuously improving our workplace by helping with the creation and development of culture related initiatives. Assists the Plant Manager and QA Manager as requested.

DETAILS

- Term: May 6 to August 31, 2019
- \$17.00/hour for a 40-hour week

DUTIES AND RESPONSIBILITIES

- Create a positive first impression of Daiya in providing a warm welcome to visitors in person or on the phone.
- Be the passionate, enthusiastic first point of contact replying to simple inquiries and triaging calls or visitors as required.
- Respond to general inquiry emails and direct to appropriate departments in a timely manner.
- Provide administrative support to HR for projects involving non-confidential information such as new team member orientation, recruiting and team training sessions.
- Draft company communications and create reports as requested.
- Work with outside vendors for security or facility changes as requested by Plant Manager.
- Maintain the company's TELUS phone system and team member directory by department. Maintain the TELUS account for corporate cell phones.
- Responsible for drafting and publishing "Brighten Your Daiya" monthly Newsletter
- Provide purchasing support for office supply and business card purchasing, and coffee supplies.
- Ensure all visitors sign an NDA form (for their first visit) and retain on file. Confirm all visitors follow company required sign-in protocol.
- Efficiently prepare paperwork and manage all Federal Express & courier shipments (documents or cheques only).
- Assist the Culture Team with communicating and organizing company and community volunteer events as requested.
- Assist with other duties as requested

EDUCATION AND EXPERIENCE

- Working towards a relevant degree, diploma or experience in business administration or communications
- At least one (1) years' experience in administration support and customer service
- Knowledge of consumer packaged goods in the food industry is an asset

RELATED SKILLS, KNOWLEDGE AND ABILITIES

- Exceptional and enthusiastic customer service skills and compassionate can-do attitude.
- Strong working knowledge of Microsoft Publisher and other applications including Outlook, Excel, Word.
- Able to work autonomously with minimal supervision.
- Excellent interpersonal skills; able to work independently and as a part of a team.
- Able to deal tactfully and efficiently with all enquiries.
- Ability to handle multiple projects in a fast-paced environment.
- Demonstrated analytical, problem solving and decision-making abilities.
- Ability to prioritize under the pressure of tight deadlines.
- Ability to persuade and positively influence at all levels of the organization.
- Strong organizational and time-management skills.

HOW TO APPLY?

Please send us your application today to hr@daiyafoods.com with "**Welcome Associate (contract)**" on the subject line. **We would like to hear from you by March 31st.**