



Service
Canada

FRONT DESK, RENTALS & EVENTS ASSISTANT

About Us

Beaches Sandbox is a new charitable organization located in an accessible and environmentally friendly building in the Beaches neighbourhood in Toronto. The organization provides programs, workshops, and events for people of all ages, abilities, and backgrounds. At Beaches Sandbox, everyone is welcome to create, connect and have fun!

Want to have a direct impact in the community? This is your chance!

REPORTING TO:	Sr. Manager, Experience & Development (Dotted line reporting to Sr. Manager, Programming)
KEY RELATIONSHIPS:	Executive Director, Front Desk Associate & Coordinators, Facilitators
DETAILS OF EMPLOYMENT:	\$20/hr, Full-time
TERM:	April 1, 2024 – March 31, 2025 (with possibility of extension)

Please Note

Please note this position has been developed in partnership with Miziwe Biik Aboriginal Employment and Training. Only candidates from a First Nation, Métis or Inuit background will be considered. As part of the application process, you will be asked to register with Miziwe Biik.

About the Role

Reporting to the Sr. Manager, Experience & Development, the Front Desk, Rentals & Events Assistant Trainee position will work collaboratively across the organization to offer exceptional customer service, support for rental contracts and support for event project management. This position will work with the core team to support process improvements and create a fun, inclusive and helpful culture.

Please note that this is an in-person position, with some flexibility for hybrid at specific points in the year.

Key Responsibilities:

- Greet visitors at the 3rd floor desk
- Providing customer service in-person, on the phone and by email
- Provide information as the key contact for facilitators and visitors on the 3rd floor
- Update information in the booking software
- Cleaning and tidying as needed
- Provide backup for 2nd floor administration as needed
- Implement established processes for rental agreements

- Researching rental market (i.e., packages, rates)
- Provide assistance in the planning, implementation and reporting of events
- Contribute to programming and operations discussions
- Provide feedback for process improvements
- Other duties as assigned

What we are looking for:

- Enthusiastic and energetic personality with client service focus
- Excellent communication and interpersonal skills with the ability to maintain strong relationships with visitors, staff, volunteers and other stakeholders
- Highly organized with the ability to work with competing priorities
- A passion for creating safe and inclusive spaces
- Strong problem-solving and decision-making skills
- Experience or desire to work with diverse communities and a commitment to promoting diversity, equity and inclusion.
- A self-starter who is agile and is committed to growth
- Comfortable with software (i.e., Microsoft365, booking systems etc.)
- All selected candidates must complete a Vulnerable Sector Check and register with Miziwe Biik
- Familiarity with The Beaches community will be an asset.
- Financial management (petty cash, financial reconciliation) will be an asset

What we offer:

- Competitive compensation
- Medical, dental, vision and extended health coverage from day one – no waiting period.
- Opportunity to participate in our programs for free based on availability. This allows you to experience firsthand the impact of our work and connect with those we serve.
- Opportunity to make a difference in the lives of the community.

Supervision

The Front Desk, Rentals and Event Assistant Trainee will work under the direct supervision of the Sr. Manager, Experience & Development. This will include training and orientation, as well as a bi-weekly meeting to discuss successes, challenges, opportunities, and areas requiring further development. A formal evaluation will be administered at the mid-point of the term and at the conclusion of the term.

Mentorship

The candidate will gain experience working cross functionally to deliver a compelling public experience, ensure that rental processes are optimized and followed, and support event planning and implementation. The candidate will be mentored to achieve excellent and highly sought-after administrative skills, as well as a good understanding of operational and project management processes and strategies. After an initial period, the candidate and supervisor will work alongside the Executive Director to co-create goals to work toward during the term of employment to ensure that skill-set enhancement is catered to the individual and on their terms.

If you are passionate about creating safe and inclusive spaces and promoting community engagement, then we encourage you to apply for this exciting opportunity.

Accessibility Accommodations: Beaches Sandbox provides accessibility accommodation during the recruitment process. Should you require any accommodation, we will work with you to meet your needs.

To apply, please send your cover letter and CV to hr@beachessandbox.com no later than noon on Thursday February 15, 2024.