



BC & ALBERTA GUIDE DOGS

GUIDE DOGS • AUTISM SERVICE DOGS • OSI-PTSD SERVICE DOGS

bcandalbertaguidedogs.com

Since 1996

OFFICE ADMINISTRATIVE ASSISTANT

Location: Delta, BC

Position Type: Full-Time, On-Site

Reports to: Controller

BC & Alberta Guide Dogs improves the quality of life for individuals who are blind or visually impaired, children with autism, and veterans and first responders living with PTSD by breeding, raising, and professionally training Guide Dogs, Autism Service Dogs, and OSI-PTSD Service Dogs.

POSITION SUMMARY

The **Office Administrative Assistant** is the friendly, organized presence that keeps the BC & Alberta Guide Dogs office running smoothly. This position provides front-line administrative and operational support, ensuring a welcoming environment for donors, volunteers, and visitors, while managing day-to-day office needs and logistics.

The ideal candidate is personable, dependable, and proactive — someone who enjoys supporting others, keeping systems organized, and contributing to a positive team environment.

KEY RESPONSIBILITIES:

Visitor Reception

- Answer and direct incoming phone calls and emails with professionalism and warmth.
- Greet and assist visitors, donors, and volunteers in person and by phone.
- Provide general information about programs and refer inquiries appropriately.

Office Administration & Logistics

- Manage office supply inventory and place orders as needed.
- Coordinate courier and mail pick-ups/drop-offs.
- Ensure office and reception areas are tidy, organized, and welcoming.
- Schedule maintenance for office equipment (printers, postage machine, etc.).
- Support staff with meeting logistics, including room bookings and refreshments.

Collection Tin Program

- Oversee the Collection Tin fundraising program, including:
 - Scheduling weekly drop-offs and pick-ups.



BC HEAD OFFICE

7061 Ladner Trunk Road
Delta, BC V4K 3N3
Tel: 604.940.4504
Toll-free: 1.877.940.4504

CALGARY OFFICE

11 – 6115 4th Street SE
Calgary, AB T2H 2H9
Tel: 403.258.0819
Toll-free: 1.877.258.0819

EDMONTON OFFICE

4904 87st NW
Edmonton AB T6E 0V3
Tel: 780.249.1381
Mail: PO Box 42059

OSI-PTSD SERVICE DOGS

249 Hirst Avenue West
Parksville, BC V9P 2G6
Tel: 250.947.0954
Mail: BC Head Office



BC & ALBERTA GUIDE DOGS

GUIDE DOGS • AUTISM SERVICE DOGS • OSI-PTSD SERVICE DOGS

bcandalbertaguidedogs.com

Since 1996

- Coordinating volunteers or staff for collections.
- Tracking tin locations and funds received.
- Preparing regular program reports.

Administrative & Team Support

- Provide administrative support to the Senior Management team as needed.
- Assist with mailings, data entry, and event logistics.
- Support coordination of volunteers for office or event needs.
- Prepare School and Government ID cards.
- Manage Compass Card distribution and records.
- Collect and record media consent forms from all graduates.
- Reconcile monthly corporate credit card expenses.
- Other duties as required.

QUALIFICATIONS & SKILLS:

- 2+ years of administrative or customer service experience.
- Excellent interpersonal and communication skills.
- Strong organizational skills and attention to detail.
- Comfortable managing multiple priorities in a busy office environment.
- Proficiency with Microsoft Office (Word, Excel, Outlook) and general office equipment.
- Capable of lifting up to 15 kg as needed (e.g., supplies, dog food bags, small boxes).
- Reliable, positive, and professional — a team player with a can-do attitude.

WHAT WE OFFER

- Salary of \$45,000 - \$55,000, based on experience and qualifications.
- 4 weeks' vacation plus Christmas Eve, Easter Monday & your birthday off.
- A comprehensive benefits package includes coverage for health, drugs, vision, and dental care.
- A mission-driven, supportive workplace where your creativity makes a tangible impact.
- An office culture that values initiative, collaboration, and a good sense of humour.

HOW TO APPLY

If you are passionate about canine care and want to make a difference in the lives of others, we'd love to hear from you! Please send your resume and cover letter detailing your experience and interest in the role to **Jane Chua** at jane.chua@bcandalbertaguidedogs.com.



BC HEAD OFFICE

7061 Ladner Trunk Road
Delta, BC V4K 3N3
Tel: 604.940.4504
Toll-free: 1.877.940.4504

CALGARY OFFICE

11 – 6115 4th Street SE
Calgary, AB T2H 2H9
Tel: 403.258.0819
Toll-free: 1.877.258.0819

EDMONTON OFFICE

4904 87st NW
Edmonton AB T6E 0V3
Tel: 780.249.1381
Mail: PO Box 42059

OSI-PTSD SERVICE DOGS

249 Hirst Avenue West
Parksville, BC V9P 2G6
Tel: 250.947.0954
Mail: BC Head Office



BC & ALBERTA GUIDE DOGS

GUIDE DOGS • AUTISM SERVICE DOGS • OSI-PTSD SERVICE DOGS

bcandalbertaguidedogs.com

Since 1996

Application deadline is December 5, 2025. We will only contact those that we would like to interview.

Bring your welcoming presence and administrative strengths to a role that truly makes a difference. We look forward to welcoming the newest member to our team.



BC HEAD OFFICE

7061 Ladner Trunk Road
Delta, BC V4K 3N3
Tel: 604.940.4504
Toll-free: 1.877.940.4504

CALGARY OFFICE

11 – 6115 4th Street SE
Calgary, AB T2H 2H9
Tel: 403.258.0819
Toll-free: 1.877.258.0819

EDMONTON OFFICE

4904 87st NW
Edmonton AB T6E 0V3
Tel: 780.249.1381
Mail: PO Box 42059

OSI-PTSD SERVICE DOGS

249 Hirst Avenue West
Parksville, BC V9P 2G6
Tel: 250.947.0954
Mail: BC Head Office