

Position: Receptionist

Reports to: Manager, Office Services

Job Type: Permanent Full-time

About rennie & Our Culture

We are real estate at its thoughtful best. For more than 40 years, we have led the industry by approaching real estate as a means to build better communities and improve lives.

Integrated under rennie are developer services, consumer services, advisory services, rennie foundation and rennie museum. Founded on a people-first culture, we foster a supportive and collaborative environment between our inhouse Intelligence, Technology, Conveyance, Finance, Marketing, Brand, and Advisor Teams. Together, we drive each other's collective success.

Our head office team of 100 and our growing team of 190 Realtors, work seamlessly to deliver exceptional experiences and services. Whether our clients are buying a home, selling a home, or building a community, they can depend on the rennie team to bring expert knowledge and insight.

Headquartered in Vancouver's Chinatown, in the historic renovated Wing Sang building, our main office space includes an in-house museum, a rooftop garden, and collaborative workspaces.

About the Opportunity

Taking the lead from the Manager, Office Services, the Receptionist is the first point of customer service for visitors entering rennie's offices. The role focusses on facilitating the volume of people flowing through the business and ensures that administrative responsibilities are completed on-brand, accurately, and in a timely manner. The Receptionist prides themselves in being meticulously detailed, a flexible multi-tasker, and thrives in a fast-paced and fun environment.

Duties and Responsibilities:

- Reception Services:
 - Acts as a friendly and warm first point of contact that greets and welcomes visitors, guiding them to the appropriate meeting space
 - Answers and directs phone calls promptly, screening solicitors/cold sales calls; provides information and answers questions as primary liaison between the company, staff, and office building management
 - Facilitates mail, deliveries, couriers and client deposits
 - Supports rennie advisors by interfacing with external realtors
 - Maintains security by following procedures and controlling access



- Office Administration:
 - Maintains adequate inventory of office and kitchen supplies, and all necessary equipment for our head office and branch locations
 - Manages and maintains inventory of personal protective equipment for all rennie
 - Schedules and manages shared office calendars and boardroom bookings
 - Coordinates repair and maintenance of office equipment
 - Supports and assists rennie museum with scheduled tours and events
 - Generates/distributes/communicates internal memos/announcements via office communication platform
 - Maintains client databases and office directories
 - Provides administrative support and set-up for events/meetings when required
 - Coordinates catering orders for special events/meetings
 - Generally, performs other related duties as assigned by and in support of the team.

Desired Skills/Experience:

- 2+ years related experience in reception and/or office administration role
- Superb verbal and written communication skills paired with solid interpersonal skills
- Proficient in Microsoft Office and Google Suite; experience with Salesforce CRM, Mailchimp software an advantage
- Demonstrates professionalism at all times and a commitment to service excellence and high standards
- Ability to work effectively with a broad range of individuals at all organizational levels
- Intuitive and good judgement with ability to make timely and sound decisions
- Strong organizational, time-management, and multitasking abilities
- Strong problem-solving skills and resourcefulness; able to manage priorities and workflow independently with minimal supervision
- Flexible, versatile, and excited to work in a fast-paced environment with competing priorities

Compensation and Benefits:

- Competitive salary based on experience
- Extended healthcare benefits
- Eligibility for participation in our performance-based bonus program

How to Apply: Are you interested in working for an industry leader alongside an amazing team? Please send resumes / inquiries to careers@rennie.com indicating **'Receptionist'** in the subject line of your email. We thank all candidates for their interest, however, only select individuals will be contacted.

For more information, please visit: <https://rennie.com/about>

