

<b>JOB TITLE:</b>	Receptionist
<b>REPORTS TO:</b>	Senior Administrator
<b>SALARY:</b>	\$18.12-\$21.32/hour
<b>HOURS:</b>	8:30AM-5:00PM for 37.5 hours/week

**JOB PURPOSE:**

The Receptionist position provides timely and accurate contact to visitors to the Ubuntu Children & Families Program. As one of the first individuals that visitors and families meet at the Center, the Receptionist models the values of the agency through a friendly, compassionate, and professional manner.

Ubuntu (located at 14023 Victoria Trail) is a program of Boyle Street Community Services in partnership with Bent Arrow Traditional Healing Society, Edmonton Mennonite Centre for Newcomers, Norwood Child and Family Resource Centre, and Terra Centre for Teen Parents (known collectively as the C5).

**KEY AREAS OF RESPONSIBILITIES:**

**The Receptionist will provide timely and accurate contact to visitors & community members by:**

- Greet visitors and answer basic inquiries about the Centre, services, and/or refer questions to the appropriate staff
- Answer and direct incoming calls during office hours, taking messages, screen calls and refer inquires to appropriate agency staff
- Present a calm, friendly, and professional manner with visitors and callers and request assistance to deal with non-routine or crisis situations
- Ensure that families and visitors alike feel comfortable and respected
- Building positive relationships with children, families, staff and partners
- Ensure there is an up-to-date information on the community and Centre services

**The Receptionist will support technology by:**

- Operate the multi-line telephone and voice mail system, i.e, programming features and setting up new voice mailboxes, as well as providing technical support to staff
- Assist with the ordering of technology for new staff
- Maintain an up to date staff directory and sharing it with partners
- Ensure the efficient operation of printer, copier, fax machine, and shredder

**The Receptionist Supports Ubuntu Staff by:**

- Take a leading role in the presentation of the office and taking steps to ensure the consistent cleanliness, functioning, and appropriateness of the space
- Opening and closing of the centre daily
- Maintains and orders sufficient office supplies
- Assist with building security through the appropriate documentation and maintenance of accurate records of keys and access codes provided to staff and partners

- Process and distribute incoming and outgoing mail and deliveries; monitor postage and maintain postage meter
- Provide internal and external room bookings to staff and partners in order to ensure efficient and orderly utilization
- Ensure that rooms are set up to accommodate bookings (tidied, water/coffee available, cups etc.)
- Arrange meeting locations, catering, and administrative tasks such as typing, proofreading, preparing documents
- Maintain sign out logs and inventory for program vehicle, gas card, bus passes, and gift cards
- Assist with scheduling of services for Ubuntu and partners
- Support wellness activities for staff and partners
- Monitoring and tracking referrals
- Other duties as required

### **QUALIFICATIONS:**

#### **Education:**

- Post-secondary education or certification in Office Administration; Candidates with relevant experience may also be considered

#### **Skills, Abilities and Attitudes:**

- Great attention to detail and excellent organizational skills and ability to multi-task
- Intermediate skills using Microsoft Office (Word, Excel, Outlook, Access)
- Works with initiative, commitment and enthusiasm
- Ability to maintain confidentiality
- Proven ability to work in a respectful and client-centered manner
- Excellent written and oral communication skills
- Able to work effectively as a member of a team as well as independently
- Flexible and adaptable to change
- A highly developed sense of humor
- Able to work in a stressful environment and deal with difficult, sometimes abusive, clients
- Comfortable interacting with children and families in the office on a regular basis.
- An understanding of poverty, racism, and marginalization and how and why it impacts those we serve

#### **Experience:**

- At least 1 year directly related experience as a Receptionist
- Criminal Record and Child and Youth Intervention checks are required
- Experience operating a busy multi-line switchboard

**Boyle Street Community Services values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and LGBTQIA communities**



**To Apply:**

Please email your resume and cover letter to: [hr@careersforcommunity.ca](mailto:hr@careersforcommunity.ca)

Please include **Ubuntu Receptionist** in the Subject Line of the email. Please include how you heard about the position in the cover letter.

**Closing Date:** February 21, 2018