JOB OPPORTUNITY   2024 Ongoing

POSITION TITLE: Relief Receptionist			
DEPARTMENT: Employment Services		**STATUS:** Relief, CUPE Local 7797	
# HRS / WEEK: Varies. No guarantee of Hours		**CONTRACT DATES:** n/a	
REPORT TO: Senior Manager, Employment Services		**HOURLY RATE:** $26.98	

GENERAL DESCRIPTION: The Relief Receptionist, when on duty, is a primary contact for all staff and visitors at our 3036 Danforth Ave. office. The Relief Receptionist provides telephone and general reception assistance, provides administrative support to agency staff, and handles cheques and cash. The position reports to the Senior Manager, Employment Services and is part of CUPE Local 7797.

MAJOR DUTIES:

- Receive clients and guests to the Agency in a friendly, respectful manner. Answer questions, direct people to the appropriate program and or member of staff. Problem solve when needed.
- Answer incoming telephone calls, transfer calls appropriately and take detailed messages.
- During pandemic restrictions, assist in screening staff and visitors to, and help to maintain safety protocols.
- Provide referrals to programs and services within our agencies (Neighbourhood Link Support Services, Central Neighbourhood house and St Stephen's Community house) as well as to other services in the community.
- Provide administrative support to agency staff (arranging for couriers, data input, scheduling meetings, filing, etc.)
- Maintain petty cash, purchase stamps, replenish postage machine and record outgoing mail.
- Keep track of tokens and other supports for use by staff and clients, and assist clients who come to pick up identification
- Keep the reception area tidy and organized
- Conduct routine monitoring calls and reference checks as needed.
- Participate in team meetings and take minutes of team meetings and staff meetings, as required.
- Maintain client confidentiality, follow emergency procedures and protocols and adhere to Agency policies and procedures.
- Perform other duties, appropriate to the position, as required.

REQUIREMENTS & QUALIFICATIONS:

- Able to provide professional, welcoming, patient, and polite customer service consistently
- Strong organizational, clerical and general office skills
- Proficient in MS Office programs (Outlook, Word, Excel, Teams)
- Familiar with office equipment (multi-line telephones, computers, photocopiers, fax and postage machines)
- Able to work with irate and abusive persons with a calm, tactful manner
- Available to come to work on relatively short notice
- Sensitivity to, and respect for diverse client populations
- Able to problem solve and to resolve conflict
- Demonstrated ability to multi-task
- Able to remain calm and follow protocols and procedures in emergency situations
- Effective communication skills, and fluency in spoken and written English. Knowledge of a second language would be an asset.
- Able to work effectively as a team member
- Able to keep track of expenses and to balance small amounts of cash
- The willingness and flexibility to alter work schedules and regular duties to accommodate the needs of clients, the department and/or the agency
- Preparedness to experience occasional exposure to unsanitary conditions and contagious disease
- The physical ability to sit for extended periods of time, and occasionally lift moderately heavy boxes of office supplies

To apply, submit your resume and cover letter with the position title in the subject line of your email to: careers@tngcs.org