

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2024-21

POSITION TITLE: Part-Time Receptionist- Central Neighbourhood House	
DEPARTMENT: Administration	STATUS: Regular Part-time, CUPE 7797
# HRS / WEEK: 12.5 (12pm-1pm & 4:30pm-6pm, Mon - Fri)	CONTRACT DATE: n/a
REPORT TO: Procurement Manager	HOURLY RATE: \$21.00
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: This position is responsible for promoting a professional public image to all those who visit the agency and to ensure the smooth functioning of daily reception activities at the Main House. The part-time Receptionist covers reception for lunch breaks (12pm-1pm) and the evening shift (4:30pm to 6 pm). The position may be required to work full-time hours to cover vacation and other absences. This position reports to Procurement Manager and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- All reception functions, including but not limited to answering phone calls at the switchboard, relaying messages, doing brief intake and referring callers and clients to the appropriate program, staff, or location, etc.
- Responsible for handling cash payments for voicemail program.
- Respond to inquiries and provide accurate information and referrals to other community services, programs and agencies.
- Provide clerical and administrative support, including typing, mail-outs and courier, flyers, filing, distributing mail and faxes, electronic mail, Canada Post, etc.
- Ensure and maintain a welcoming and professional lobby and reception areas and monitor activities in these areas.
- Ensure that all materials displayed in the Computer area are neat and tidy.
- Maintain the confidentiality of staff and clients at all times.
- Responsible for booking use of space at 349 Ontario St and maintaining schedule of these bookings.
- During fire and emergency drill evacuations, responsible for ensuring that the building is clear of daycare children and parents and for bringing fire alarm blankets to rendezvous area.
- Assist in special events and community meetings as required.
- Other duties as assigned and/or required.

REQUIREMENTS & QUALIFICATIONS:

- Minimum two years previous related experience in office administration and reception.
- Minimum one year experience working within the non-profit sector and familiarity with community services in Toronto.
- Demonstrated interpersonal and English language communication skills (written and verbal). Ability to speak a second language is an asset.
- Ability to deal with participants and community members in a respectful, professional, patient, calm and efficient manner combined with a demonstrated ability to deal with emergency situations with maturity.
- Sensitivity and experience working with individuals from diverse, multi cultural, economic backgrounds.
- Proven organizational skills; previous administrative and clerical experience.
- Demonstrated initiative, judgement and problem-solving skills.
- Proven ability to work cooperatively in a team environment and independently.
- Technologically adept including computer proficiency in MS Office, graphics and database software.
- Must be punctual and reliable (arriving at work on time consistently and prepared).

To apply, submit your resume with "TNG2024-21" in the subject line of your email to: careers@tngcs.org