

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# TNG2025- Relief Receptionist- Bathurst

POSITION TITLE: Relief Receptionist	
DEPARTMENT: Employment Services, Bathurst Site	STATUS: Relief, CUPE 7797
# HRS / WEEK: Varies/No Guarantee of Hours	CONTRACT DATES: n/a
REPORT TO: Manager, Quality Assurance & Customer Service	HOURLY RATE: \$26.98
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Relief Receptionist is the primary point of contact for all staff and visitors at our office located at 1415 Bathurst Street. This role supports staff by handling incoming calls and emails, welcoming and assisting visitors, pre-screening prospective clients, and scheduling intake appointments. The Relief Receptionist reports directly to the Quality Assurance and Customer Service Manager.

MAJOR DUTIES:

- Greet clients and guests in a friendly, respectful manner; assess their needs, answer questions, and direct them to the appropriate program or staff member, resolving issues when necessary.
- Answer incoming telephone calls, transfer them as needed, and take detailed messages.
- Provide information and referrals to agency programs and services, as well as to relevant community resources.
- Monitor and respond to inquiries sent to the infoETC email account.
- Offer administrative support to agency staff, such as coordinating couriers and contacting clients.
- Pre-screen prospective clients and manage intake appointments using our online scheduling platform.
- Coordinate incoming and outgoing mail and deliveries, and record outgoing mail.
- Track TTC Presto Tickets and other supports available to staff and clients.
- Maintain a tidy and organized reception area.
- Uphold client confidentiality, adhere to agency policies and emergency procedures, and comply with all relevant protocols.
- Provide relief reception support at other TNG sites as required.
- Perform additional duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- High School Diploma or equivalent.
- Previous experience in reception, clerical work, and/or customer service.
- A proven ability to provide professional, patient, and courteous customer service.
- Availability during office hours (8:30 am to 5:00 pm) and flexibility to work on short notice.
- Strong organizational, clerical, and general office skills.
- Proficiency in MS Office (Outlook, Word, Excel, MS Teams) and Zoom.
- Familiarity with office equipment, including multi-line telephones, computers, photocopiers/scanners, and fax machines.
- Excellent problem-solving skills and the ability to resolve conflicts calmly and tactfully.
- A strong commitment to equity and inclusivity, with sensitivity to and respect for diverse groups—including adults, youth, newcomers to Canada, and individuals experiencing poverty, addiction, or marginalization.
- Effective communication skills, with proficiency in both spoken and written English.
- A demonstrated ability to work effectively as a team member.
- Willingness and flexibility to adjust work schedules and duties as needed to support clients, the department, and the agency.
- Ability to remain calm and follow established protocols during emergency situations.
- Physical ability to sit for extended periods and occasionally lift moderately heavy boxes of office supplies.
- Knowledge of a second language (e.g., Spanish, Bengali, Amharic, or other neighborhood languages) is considered an asset.

To apply, submit your resume with “TNG2025-Relief Receptionist- Bathurst” in the subject line of your email to: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement