

Job title:	<i>Receptionist</i>
Department:	<i>Welcome Centre</i>
Reports to:	<i>Manager, Welcome Centre and Immigrant Services</i>
Hours of work:	<i>8:30 a.m. – 4: 30 p.m. (must be flexible to work evenings and weekends)</i>
Issued:	

Job purpose

The Receptionist is responsible for attending to visitors and dealing with inquiries on the phone, email and face-to-face. He/she supplies information regarding the organization to clients in addition to providing secretarial, and administrative support in order to ensure that services are provided in an effective and efficient manner.

Company Overview

The Community Development Council Durham (CDCD) is an independent, not-for-profit social planning organization that has been working to enhance the quality of life for individuals, families and communities in Durham for 50 years. We organize a variety of research, community development, and social planning initiatives as well as administer and deliver front line social service programs. Please visit us at www.cdcd.org for more information.

Duties and responsibilities

Administrative Support

- Ensure established service standards and customer service excellence is maintained
- Assist with Centre Marketing and promotion
- Communicate and liaise with Centre partners and community agencies regarding programs and client records
- Assist with developing and implementing administrative practices to increase efficiency and enhance customer service
- Assist the Team Lead and the Centre Manager with the update and maintenance of a centralized Welcome Centre filing and database management system
- Compile statistical reports, information on intake, service activity, and provide to Centre Manager on a monthly basis or when requested
- Draft and format correspondence and memos

- Assist with producing and maintaining form templates for Centre use as required
- Assist with coordinating use of special equipment (e.g. laptops, projectors, etc.)
- Set up meeting rooms and offices for workshops, meetings, etc. ensuring all required equipment and meeting supplies are available
- Prepare and maintain client appointments on behalf of Centre partners
- Assist with minute taking at meetings as requested by the Team Lead and the Centre Management
- Assist with maintaining the Resource Centre material, equipment, and assisting clients with basic computer and internet support.
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Client Service Support

- Assist with training and support to ensure a welcoming environment at the Welcome Centre
- Conduct data entry, client tracking, database maintenance, and overall statistics collection
- Respond to service users' inquiries via telephone, email and in-person and forward to appropriate staff
- Provide information on agency services, schedule appointments, and keep accurate intake records
- Conduct initial screening and direct clients to appropriate internal and external services
- Coordinate the smooth flow and collection of initial client contact details

Skills and Abilities

- Superior communication skills, oral and written proficiency in English
- Working knowledge of French would be a strong asset
- Excellent interpersonal/customer service skills including excellent telephone manner
- Proficiency in MS Office Applications: Word, Excel, PowerPoint, Publisher, Outlook, Access, Internet

Additional Requirements

- Ability to take initiative and work independently
- Excellent organizational and time-management ability to multi-task in a fast-paced environment
- High level of energy and a positive attitude
- Demonstrate a non-judgmental and positive approach to challenges
- Ability to take initiative and be a strong self-starter who takes responsibility and is accountable for actions/decisions
- Results oriented, proactive, and resourceful with a quality-standards approach

Core Competencies

Valuing Diversity and Social Change

Supports and promotes an environment that holds opportunities for all, regardless of race, ancestry, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, age, family status, or disability; fosters a climate of inclusion, where diverse thoughts are

freely shared and integrated. Understands social justice; all groups and individuals receive fair treatment and an equitable share of the benefits of society.

Culturally-Sensitive

Recognizes, understands, and applies attitudes and practices that are sensitive to and appropriate for people with diverse cultural socioeconomic and educational backgrounds, and persons of all ages, genders, health status, sexual orientations and abilities.

Job Specific Competencies

Customer Focus

Commits to meeting the expectations and requirements of internal and external stakeholders; acts with stakeholders in mind; values importance of providing high-quality customer service.

Interpersonal Skills

Ability to deal cooperatively with other staff, volunteers, funder agencies and other government and community organizations. Actively listens to the client's and employee needs.

Oral and Written Communication Skills

Demonstrates proficient abilities to develop high-quality written reports and expresses excellent communication skills when dealing with clients and employees.

Organization and Time Management

Capable of organizing files and printed reports in an effective manner that allows easy access and to obtain. Plans effective ways to use time in order to accomplish job duties in a timely behavior.

Problem Solving

Ability to address a problem and facilitate ways in which to solve the issue. Potential to assist people with problems they may have and plan ways in which to help solve the concern.

Accountability

Takes responsibility for actions and mistakes; reliable; accomplishes goals, completes tasks, and meets deadlines or gives reasonable notice and explanation; is productive while maintaining accuracy and quality; acts in an honest, trustworthy and respectful manner; is punctual; follows through on commitments made.

Ability to work in a team environment and independently

Has a strong capability to work in a team environment, as well as work on individual tasks that support that overall Centre.

Qualifications

- High School diploma and/or post-secondary education

Ajax Welcome Centre Receptionist

- Knowledge of administrative and clerical procedures
- Three years related experience in non-profit sector/Employment Resource Centre/community services
- Experience working with people from various cultural, ethnic, and socio-economic backgrounds
- Proficiency in the use of computer programs for:
 - Word Processing
 - Databases
 - Spreadsheets
 - E-mail
 - Internet
 - Marketing & Newsletter publication
- Proficiency in additional languages other than English would be a definite asset

Special Conditions

The Receptionist will need to be flexible to attend to the Welcome Centre's evening and weekend extended hours as required.

The job incumbent may be required to perform other duties as assigned.

TO APPLY: Please submit your resume and cover letter on or before September 25, 2020 via email, with "AWC Receptionist" in the subject line, to: hr@cdcd.org

We would appreciate no phone calls or agencies. We would like to thank all applicants for applying for this position, however you will only be contacted if your candidacy is being considered. Community Development Council Durham is committed to an inclusive, transparent and accessible recruitment and selection process. If you are invited to attend an interview and require an accommodation, please advise us in advance of our meeting.