



Celebrating our Legacy. Forging our Future.

Job title:	<i>Receptionist/Administrative Assistant</i>
Department:	<i>Welcome Centre and Immigrant Services - Ajax</i>
Reports to:	<i>Manager and Team Lead, Welcome Centre and Immigrant Services</i>
Hours of work:	<i>8:30 a.m. – 4:30 p.m.</i>
Issued:	<i>March 2021</i>

Job purpose

The Receptionist/Administrative Assistant will be the first point of contact responsible for attending to visitors and dealing with client inquiries both on the phone and face-to-face. In this position you will be required to provide information to clients regarding the organization's services. The incumbent will be required to perform a variety of clerical and administrative tasks in order to support and 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 Coordination

- Ensure established service standards and customer service excellence is maintained
- Establish, monitor, and revise Welcome Centre specific office procedures to provide coordinated administrative functions for the Centre's operational staff
- Coordinate and delegate administrative work to other support staff and volunteers
- Prepare and monitor telephone relief schedule, acting as reception relief when required
- Coordinate and train Welcome Centre Volunteers
- Provide training and orientation to new employees on administrative procedures and policies
- Assist with the coordination and marketing of the Welcome Centre's program events
- Communicate and liaise with Welcome Centre's partners and community agencies regarding programs and client records
- Update and maintain Outlook calendar schedules and client appointments for assigned staff
- Ensure the onsite Welcome Centre's promotional materials and virtual platforms are maintained and updated

- Ensure office supplies, and purchases are within program budgets
- Develop and implement administrative practices to increase efficiency and enhance customer service
- Assist the Manager of the Welcome Centre with the establishment and set-up of a centralized filing system
- Compile statistical reports, information on intake and service activity and provide to partner agencies and the Welcome Centre Manager on a monthly basis or when requested
- Draft and format correspondence and memos
- Produce and maintain form templates for Centre use as required
- Coordinate use of special equipment (e.g. laptops, projectors, etc.)
- Coordinate bookings for boardrooms and offices for workshops, meetings, etc. ensuring all required equipment and meeting supplies are available
- Prepare and maintain meeting schedules on behalf of the Welcome Centre Management team
- Responsible for minute taking at meetings as requested by Welcome Centre Management team

Client Service Support

- Provide training and support to ensure a welcoming environment at the Welcome Centre
- Respond to telephone inquiries and forward calls to appropriate staff as required
- Coordinate data entry, client tracking, database maintenance and overall statistics collection
- Respond to requests for information and maintaining up-to-date contact lists
- Provide information on agency services, scheduling appointments, keeping 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

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
- Flexibility regarding assigned work hours and location, willing to work some evenings and/or weekends
- Other duties as required

Qualifications

Education and Experience

- High School diploma and/or post-secondary education
- Proven experience and knowledge of administrative and clerical procedures
- 3 years related working experience in non-profit sector/employment resource center/community services
- Experience working with people from various cultural, ethnic, and socio-economic backgrounds
- Proficiency in MS Office Applications: Word, Excel, PowerPoint, Outlook, Access, Internet, Databases and Spreadsheets
- Proficiency in additional languages other than English would be a definite asset
- Ability to speak and write in additional language/s is an asset
- Strong proficiency in the use of Microsoft Office and virtual platforms such as MS Teams and Zoom.

Personal Attributes

- Self-motivated and has a demonstrated ability to set priorities and handle multiple tasks simultaneously
- Professional demeanor, with excellent communication skills
- Strong work ethic, integrity and ability to instill trust
- Must have a high level of integrity and ability to work with confidential and sensitive information
- Maintains flexibility and performs under pressure with tight deadlines
- Team player who is positive, professional and experienced in working with at-risk clients
- Highly organized with strong time management skills and the ability to handle multiple projects concurrently and meet tight deadlines
- Responds to stressful situations in a calm, collected and professional manner
- Strong critical thinking, decision-making ability and keen attention to detail
- Must be proactive, resourceful, and possess the ability to resolve complex client concerns

Core Competencies

Client Service Orientation

Focus on understanding and meeting customers' needs, makes extra effort to meet customer needs, follows up on customer complaints/questions/requests

Relationship Building and Partnering

Developing and maintaining positive relationships and partnerships. Builds relationships with clients by following through on commitments, respecting confidentiality, and demonstrating an interest in their specific challenges and needs.

Empathetic and Sensitive

Has a high degree of empathy and sensitivity to the needs of the clients, and ability to provide assistance to the clients with care and patience as necessary.

Interpersonal Understanding and Communication Skills

Desire/ability to understand others' attitudes/interests/needs/feelings/nonverbal behavior, incorporating empathy, listening skills, and diagnostic understanding, understanding strengths/limitations of others. Communicates and interacts effectively with individuals and groups in the provision of professional services. Gives full attention to what other people are saying by being active listeners that value the opinions of their workers. Capable of using their communication skills to successfully gather information that they need. They are also people whom are trusted and can build relationships with others.

Ability to work in a team environment and independently

Has a strong capability to work in a team environment and support the separate functions that make a team, as well as work on individual tasks that support that overall program.

Community Knowledge

Ability to express vast knowledge of the Durham Community, as well as knowledge in social, government, and community services.

Special Conditions

- The Receptionist/Administrative Assistant will to attend to the Welcome Centre's evening and weekend extended hours as required.
- Able to work from the office and from home based on the Guidelines of CDCD.

APPLICATION PROCESS: Applicants are requested to submit their resume and a covering letter stating salary expectation, while outlining their strengths, experience and aptitude to fulfill the position requirements.

Please submit applications via email, with “ Receptionist/Administrative Assistant ” in the subject line, to: hr@cdcd.org. We would appreciate no phone calls or agencies.

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace that represents the cultural mosaic of the Durham Region and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business. Diversity plays a key role in our ability to deliver our mission.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.