

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House and Neighbourhood Link Support Services.

**JOB OPPORTUNITY
Receptionist**

**Job
#N2018-01**

GENERAL DESCRIPTION: The Receptionist is the primary contact for all clients and visitors to the agency. The Receptionist provides telephone and general reception assistance, provides administrative support to agency staff, and handles cheques and cash. The position will report to the Manager, Employment Services.

Scheduled hours of work will not exceed 37.5 per week and that could include evenings and weekends.

MAJOR DUTIES:

- Receive clients and guests at Neighbourhood Link Support Services in a friendly, respectful manner. Answer questions and/or direct them to the appropriate program and/or member of staff. Problem solve when needed.
- Answer incoming telephone calls, transfer calls appropriately and take messages.
- Provide administrative support to agency staff, including but not limited to: arranging for couriers, input of reports or other data, completing reference checks, scheduling meetings, filing, etc.
- Maintain petty cash, purchase stamps, replenish postage machine and record outgoing mail.
- In cooperation with Human Resources, maintain and update the agency telephone list and long distance phone call logs.
- Conduct routine monitoring calls to clients as needed.
- Orient and train students and volunteers on the front desk as required.
- Take minutes of team meetings and staff meetings as required.
- Follow emergency procedures and protocols as required.

REQUIREMENTS & QUALIFICATIONS:

- Able to provide professional, welcoming, patient, and polite customer service consistently, with a calm, pleasant and tactful manner
- Able to work with irate and abusive persons while maintaining the ability to provide service in a calm, respectful manner
- Sensitivity to, and respect for diverse client populations
- Able to problem solve and to resolve conflict
- Strong organizational, clerical and general office skills
- Competence in the use of computer software, particularly MS Office and Internet applications
- Familiar with office equipment, such as computers, multi-line telephones, photocopiers, fax machine and postage machine
- 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
- 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, with the occasional requirement to lift moderately heavy boxes of office supplies

This is a brief summary. For a complete job description, please contact Human Resources.

Terms: Full time bargaining unit position, 37.5 hours per week.

Pay Rate: Level 2, Step 1 \$31,448.00 annually

Posting Date: January 9, 2018 Internal Closing: January 15, 2018 External Closing: January 18, 2018

**To apply, submit your resume and cover letter with "N2018-01," in the subject line of your email or fax to
Human Resources, Neighbourhood Link Support Services, 3036 Danforth Ave, ON M4C 1N2**

E-mail: tcandido@neighbourhoodlink.org Fax: 416 691-8466

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 and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements.

