



Peel Children's Aid is a progressive child welfare agency serving children and their families throughout the diverse communities of the region of Peel.

At Peel CAS, our mission is to protect children and strengthen families and communities through partnership. We are currently seeking the following professional to join our team:

Bilingual Receptionist – Float

(7 Month Contract)

SUMMARY OF DUTIES & RESPONSIBILITIES

The receptionist is the Society's first contact with the community. This position provides courteous and efficient facilitation of staff and visitors to an active, high volume, reception area; expedites the steady flow of internal and external communication, such as visitors, clients, staff, messengers and delivery services.

PRINCIPLE RESPONSIBILITIES

- Greets all visitors in reception area, determines the purpose of visits and refers to appropriate personnel.
- Float between reception 3 Admin departments
- Receives all incoming calls not processed by voice mail, determines the nature of call and directs the call to appropriate personnel.
- Dissemination of information related to faxes, mail, interoffice mail, email, verbal messages, and correspondence.
- Handle walk-in referrals by checking in CWIS and processes appropriately
- Processing and distributing all incoming mail, preparing all courier packages and mail including ensuring proper department coding. All mail is postmarked and packaged for delivery, inter-office and courier for daily pickup, as required.
- Deliver mail to the post office daily.
- Assist staff with car seat installations when required
- Keep supervisor informed of daily operations, extraordinary situations, client complaints, serious occurrences.

QUALIFICATIONS

- Bilingual in French and English is a requirement.
- Secondary school graduation in a commercial course.
- At least one year's related support experience.
- Good keyboarding skills (40 w.p.m.)
- Good verbal and interactive skills.
- Pleasant, professional and effective reception and telephone manner.
- Related experience in the operation of switchboard equipment and the operation of a reception area.
- Excellent communication skills



- Proficient computer skills and organizational skills
- Proficient word processing skills in a Windows environment using Microsoft Office Suite
- Proficiency with electronic mail, Microsoft Outlook preferred
- Ability to listen well and record accurately and apply the knowledge of appropriate telephone etiquette
- Ability to work well under work and environmental pressure.

HOURS OF WORK

- 9am – 5pm, Monday to Friday
- Working hours may vary and applicants must be flexible to work outside of standard office hours

HOURLY RATE: \$21.55 - \$25.90

If you care deeply about the welfare of children and want to work in a dynamic and challenging environment, we'd like to hear from you.

Please submit your cover letter and resume indicating the competition number "PCAS18-097" via email to resumes@peelcas.org by August 28, 2018.

We thank all candidates for their interest however only those considered for an interview will be contacted.

Peel Children's Aid is committed to diversity in the workplace and is an Equal Opportunity Employer. Should you require accommodation during the recruitment and selection process, please inform human resources so that we can ensure your equal participation in this process.

Please visit our website at www.peelcas.org