

<b>Job Posting #</b>	2018-036
<b>Title:</b>	Bilingual Receptionist
<b>Classification:</b>	Support
<b>Employment Duration:</b>	Permanent Full Time
<b>Salary Range:</b>	\$33,542 - \$41,827
<b>Location:</b>	Toronto, ON

The Ontario Association of Children's Aid Societies (OACAS) has represented Children's Aid Societies in Ontario since 1912, providing service in the areas of government relations, communications, information management, education and training to advocate for the protection and well-being of children.

The **Receptionist** is the first point of contact for callers and visitors to OACAS, modeling a high standard of customer service and a professional, welcoming image. The Receptionist answers incoming phone calls, responds to e-mails, greets visitors, directs inquiries to appropriate staff, takes clear and concise messages and relays information, as necessary. The Receptionist will problem solve and de-escalate caller and visitor issues, as required. This role will be required to provide administrative duties to Shared Services Program and Human Resources as required.

A copy of the full job description is available online at: <http://www.oacas.org/wp-content/uploads/2018/09/Job%20Description%20-%20OACAS%20-%20Bilingual%20Receptionist.pdf>

### **Qualifications:**

#### **Education and Experience**

- Post-secondary education in business, secretarial/clerical studies, office management or related field or equivalent experience
- Bilingual, English and French
- Minimum one (1) years' proven work experience as a receptionist, preferably working with diverse stakeholders in a human service, not-for-profit or government environment
- Excellent verbal and written English and French communication skills, with a warm and professional telephone manner
- Ability to present a positive and professional image to all visitors, suppliers, staff, and others
- Ability to use sound judgment to identify and resolve problems and issues
- Excellent interpersonal and relationship skills
- Excellent customer service skills
- Superior attention to detail and strong organizational and time management skills
- Planning and coordinating skills to support meetings and other events held at OACAS
- Tact and diplomacy when handling/discerning sensitive or confidential matters
- Flexibility and initiative to deal with fluctuating call and visitor volumes
- Ability to work independently to achieve performance objectives

- Excellent problem solving and initiative skills
- Ability to multitask, prioritize work, and meet deadlines with minimal supervision in a fast-paced environment
- Good computer skills – Microsoft Office

#### **Assets**

- Knowledge of equity, diversity and inclusive practices
- Knowledge and understanding of Indigenous people and history in a Canadian context

**APPLY ONLINE at <https://jobs-oacas.icims.com/jobs/intro> by October 4, 2018**

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

*OACAS is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital / family status, sexual orientation, gender identity, aboriginal status, age or disability.*

#### **Accommodation at OACAS**

*We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting the Human Resources Department at 416 987-7725. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.*