



Halton Children's Aid Society JOB POSTING # 7-20

Receptionist

POSITION TYPE:	One (1) Regular, Full Time Position
EMPLOYEE GROUP:	CUPE Local 2501 Band 2
DEPARTMENT:	Administrative Services
REPORTS TO:	Supervisor, Administrative Services
POSTING DATE:	July 8, 2020
POSTING DEADLINE:	Applications should be directed to hr@haltoncas.ca by July 15, 2020 at 4:30 p.m.

The Receptionist shall be responsible for providing frontline reception and switchboard operation as well as administrative services that will assist in enhancing the delivery of timely services to families and children.

Main duties and responsibilities include, but are not limited to:

Provides reception and switchboard services for all callers and visitors to the Society:

- Provides a safe and welcoming response to telephone communications and front desk reception with clients, community stakeholders and the general public.
- Demonstrates calm and professionalism in order to defuse potentially disruptive situations; and seeks assistance when necessary.
- Communicates messages to ensure timely delivery of services.
- Assesses the urgency of crisis situations, when staff are not available, and seeks an interim response.
- Works in cooperation with staff to ensure client's needs are met.
- Upholds client confidentiality; and demonstrates superior customer service skills, tact and diplomacy.
- Maintains security for reception by locking doors and arming the alarm after hours.
- Ensures the reception area and interview rooms are maintained to a professional standard; this includes tidying and light cleaning of the visitation rooms and reception area and their contents.

Provides administrative support to Departments:

- Assembles and distributes public information packages and mailings.
- Coordinates and distributes all incoming and outgoing mail; mails correspondence, and receives, opens, date stamps and logs all incoming mail.
- Maintains postage machine.
- Provides data entry and document scanning "back up" to teams.
- Books meeting rooms for internal and external usage.

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- Completes photocopying and faxing as required.
- Attends team meetings, staff meetings and participates on agency working groups.
- Submits office supply order.
- Prints Volunteer Drives schedules for drivers, when needed.
- Performs other duties as assigned which are directly related to the major responsibilities of the position.
- Works in accordance with the provisions of applicable Health and Safety legislation and all Halton Children's Aid Society policies and procedures related to Occupational Health and Safety.

Knowledge, Education, Experience, Skills and Attributes

Qualifications

- Secondary School Diploma
- Demonstrated experience completing clerical and data processing functions.
- Proven computer skills in Microsoft Office programs, including Outlook, Word and Excel.

General Skills and Attributes

- Demonstrates flexibility to meet the needs of clients and staff.
- Knowledge of the child welfare sector is considered an asset.
- Professional, approachable and customer-service orientated with the ability to deal with potentially difficult situations and clients.
- Highly effective communication and interpersonal skills.
- Ability to prioritize workload within competing demands and deadlines.
- Actively upholds the principles identified in the Society's Code of Ethics.
- Passion and commitment to an inclusive workplace; respecting and valuing the diversity of every individual.

The Halton Children's Aid Society is an equal opportunity employer.

The Halton Children's Aid Society is committed to fostering an inclusive, accessible environment where all employees and members of the public are respected. We are dedicated to building a workforce that reflects the diversity of the communities we serve.

We thank all applicants for their interest in the Halton Children's Aid Society, we will only contact those selected for an interview. All interviewed candidates will be asked to provide a minimum of two supervisory references.

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 need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 905-635-0575. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate

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accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.