



CAREER OPPORTUNITY – BILINGUAL FRENCH/ENGLISH RECEPTIONIST

Job Posting: 2020-31
Regular Full-time

Guided by Catholic values and teachings, we serve and offer bilingual (English/French) service to children, youth and families within the Hamilton community to protect their safety and well-being, strengthen families and nurture lifelong relationships.

Qualifications:

- Secondary-school graduate with a specialization in office procedures.
- Must be fluently bilingual in French/English.
- Experience on a Mitel Phone System is an asset.
- Excellent communication skills and ability to deal with people from diverse backgrounds.
- Ability to assess situations and to remain calm under pressure. Ability to deal with crisis situations, and to evaluate situations requiring assistance (i.e. police).
- Ability to maintain effective communications and working relationships demonstrating strong interpersonal skills, tact, sensitivity and diplomacy.
- Sensitive to the diverse needs clients with child welfare issues and able to maintain calm and composure, while responding sensitively to clients who are upset, suffer from mental health, etc.
- Excellent written and verbal communication skills in English and French.
- Demonstrates a commitment to and role models behaviours that demonstrates the Mission and Vision of the Catholic Children's Aid Society.
- Respectful and compassionate demeanor.
- An awareness and sensitivity to anti-oppressive/anti-racist philosophy; or a willingness to learn about impacts of oppressive and racist practices.
- Computer literate with demonstrated proficiency in Microsoft office and proprietary child welfare systems and programs.
- Able to affirm and integrate in the delivery of services the Society values which reflect the Agency's Catholic faith, heritage, culture and traditions.
- Bondable with acceptable police clearance, and satisfactory provincial records search.

Duties:

- As a member of the Clerical Support Team, the Bilingual French/English Receptionist's primary responsibility is to consistently provide Francophone clients with quality services that are equivalent to services provided to Anglophone clients.
- Ensures that all telephone services, including voice messages and interactive response systems are actively offered in French.
- Ensures that French Language Services are actively offered by the Agency at all points of contact. Upon first interaction, clients requesting these services are identified and directed accordingly.
- Maintains a professional atmosphere at the reception desk and performs all functions relating to general receptionist and switchboard duties.

- Operates a Mitel Phone System, servicing 180+ internal staff by managing internal and external phone calls; take messages as required and operate the paging system.
- Answers and directs calls, greets clients and visitors in French or English language and directs them to the appropriate Agency personnel; updates telephone greetings and retrieves, responds and/or directs voice mails to appropriate individuals, daily.
- Unlocks front door at assigned times; generally 15 minutes before regularly scheduled office hours, and locks front door at end of work day when required.
- Responsible to call Code White/Police Services when required, and to manage the Panic Buttons.
- Records daily attendance of all staff.
- Contacts Foster, Kin and Biological Parents to provide notification of cancelled visits.
- Maintains a daily log of:
 - All office interviews
 - All incoming mail deliveries excluding Canada Post regular daily mail delivery
 - Co-ordinates the booking of interview rooms.
 - Calls taxis upon Worker or Supervisory request.
- Family Resource Unit:
 - Coordinates phone calls between Volunteers and Workers regarding visiting program information.
 - Inform Workers of all confirmation of attendance to visits and advise of non-confirmations, in order to cancel visit.
 - Performs various task as assigned, including:
 - Ensures that all posting and literature in the Reception is bilingual and maintain such.
 - Keeps reception area/clothing donation box tidy, and replenish Agency literature
 - Trains relief personnel for reception and/or switchboard
 - Assists Unit Assistants with mailings; post and mail agency documents; distribute internal mail
 - Processes online pick-up requests for courier services
 - Inputs online coverage schedule, and create supervisory noon hour coverage schedule
 - Coordinates work with Supervisor, and follows the direction of the Supervisor after consultation when required.
 - Completes mandatory training and participates in ongoing agency training.
 - Models behaviours and demonstrates a commitment to the principles of anti-oppressive practices and anti-racism based on justice, fairness, equity, respect of the beliefs and traditions of others.
- Complies with Agency's health and safety policies and the Ontario Health and Safety Act, and regulations.
- Committed to the Society's mission and vision.
- Will participate in professional development to develop administrative skills.
- Performs other duties as may be assigned.

Reporting to: Supervisor Document Management Team

Employment Terms & Hours of Work: Regular Full-time (35 hrs/week)

Position: Union

Salary/Benefits: As Per Collective Agreement

of Vacancies: 1

Starting Date: As soon as possible

Apply in writing by submitting an updated resume to:

hr@hamiltonccas.on.ca

We are an equal opportunity employer and are committed to building an inclusive process that respects the dignity and independence of people with disabilities.

If you require a disability related accommodation in order to participate in the recruitment process please inform Human Resources.