

Job Description

Receptionist and Central Switchboard Operator

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| Requisition No: | 01708 |
| Posting Date: | 09-15-2022 |
| Posting End Date: | 09-23-2022 |
| Region: | Toronto |
| Schedule: | Full Time |
| Duration: | Permanent |
| Location: | Isabella Street |
| Expected Hires: | 1 |
| Minimum Salary: | 50,289.00 |
| Maximum Salary: | 56,566.00 |
| Employee Type: | Seniority Group - Administrative Support |
| Hours per Week: | 35 |
| Contract Length: | |
| Team: | Administration |
| Branch: | CS-Finance & Administration |

PURPOSE

RECEPTIONIST & CENTRAL SWITCHBOARD OPERATOR

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. This position may also provide coverage to Central Switchboard on a rotational basis.

MAJOR RESPONSIBILITIES

MAINFLOOR RECEPTION:

- Receives and greets clients/visitors and monitors movement of same by maintaining a reception register.
- Coordinates the booking of agency vehicles.
- Coordinates the booking of car seats and arranges car seats cleaning as required.
- May be required to assist with booking courier package deliveries and keep records of courier packages.
- Coordinates and troubleshoots access room bookings and monitors meeting room bookings and assists in routinely checking all access rooms/reception area to ensure they are kept tidy.
- Dispenses and tracks cheques, food vouchers and other items for pick up at reception.
- Maintains bulletin boards, display cabinets and feedback box, as directed.
- Redirect employment applications for Human Resources to be completed online.

CENTRAL SWITCHBOARD:

- Receives; screens and directs all calls, both external and internal, using a telephone console.
- Closes switchboard at the end of regular business hours
- Reports telephone problems to the Systems Analyst-Telecom for necessary actions.
- Informs I.T. Dept. of changes to staff extension/information in order for them to update the directory to ensure accurate direction of calls.
- Reports any troubles with the Intake Call queue to the Systems Analyst-Telecom or supervisor for necessary actions.

OTHER DUTIES:

- Acts in accordance with and incorporates Society's Code of Ethics, Confidentiality, Anti-Oppression/Anti-Racism, Harassment & Discrimination policies, etc.
- Uses sound judgment in consideration of financial resources.
- Complies with Society's financial policies and procedures.
- Works in a safe manner in accordance with the Society's health and safety policies and procedures and all relevant legislation.
- Performs other duties as required

QUALIFICATIONS

Education and Experience

- Secondary school graduate diploma plus 1 year relevant experience.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job

Knowledge and Skills:

- Must have excellent customer service skills including professional telephone manner and ability to exercise good judgement
- Proven ability to communicate, both verbally and in writing
- Demonstrated initiative and problem solving skills
- Strong interpersonal skills and ability to work co-operatively with staff and clients.
- Ability to work under pressure.
- Ability to work flexible assignments according to service needs
- Bilingual fluency in both English and French, preferred

OTHER INFORMATION

Accommodation at CAST

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 416-924-4640 x2300. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

Equity Hiring Strategy and Application Process

The Children's Aid Society of Toronto (CAS of Toronto) is committed to building a skilled workforce that reflects the population of Toronto as well as the diverse communities we serve. For this specific career opportunity to support our Equity Hiring Strategy, CAS of Toronto is inviting applications from qualified individuals who self-identify as being part of one or more of the following under-represented groups:

- Persons with Disabilities
- 2SLGBTQ+

This initiative is deemed to be a **Special Program** under the *Ontario Human Rights Code*.

During the online application process, applicants will have the opportunity to complete the Employment Equity questionnaire, to indicate if they self-identify as being part of one or more of the above under-represented groups. Answering the questionnaire is voluntary and all responses will be kept confidential and used only for the purposes outlined in this program. If the questionnaire is not completed by an applicant, they will not be considered as being from an equity seeking group.

The information collected will help us identify qualified applicants from the listed under-represented groups for this specific opportunity as part of our Equity Hiring Strategy. In addition, information provided will be used to understand the diversity of candidates that apply to roles within CAS of Toronto. A summary of the responses to this questionnaire will be used to help assess application trends and inform the development of enhanced and future recruitment programs which are equitable and accessible.

Qualified applicants who are interested in this opportunity can apply for position by submitting their application consisting of a cover letter and resume at <https://www.torontocas.ca/careers> , fax (416-324-2400), or mail (30 Isabella Street, 5th Floor) to the attention of Human Resources.

Applications from internal applicants for this position must be received in the Human Resources Department, **NO LATER THAN 11:59 PM on FRIDAY SEPTEMBER 23, 2022.**

*****All newly hired Children's Aid Society of Toronto employees are required to be fully vaccinated against Covid-19 as a condition of hire*****