



EXTERNAL Job Postings

Job Description

Receptionist and Central Switchboard Operator

Requisition No:	01708
Posting Date:	01-05-2023
Posting End Date:	01-20-2023
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.

HOW TO APPLY

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

Applications must be received in the Human Resources Department, **NO LATER THAN 11:59 PM on JAN 20, 2023**