

# Receptionist

## Summary

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### Knowledge, skills and abilities

- Proficiency with Microsoft Office, including Outlook, Word, Excel.
- Excellent written, verbal and interpersonal communication skills.
- Strong organizational and personal skills.

### Qualifications

- There are no minimum educational qualifications; however preference will be given to applicants with a Post-Secondary Certificate or Diploma in a related discipline.

### Experience

- Previous experience is not required.

## Job Profile

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### COMMUNICATIONS

- Act as communication liaison for Board, Staff and Clients
- Maintain current contact information

### RECEPTION

#### Client reception:

- Answering telephone/emails, taking messages, referring calls, booking appointments
- Meet & greet clients give out appropriate info packages
- Collect client information profiles
- Screen and refer sales calls

#### Information provision:

- Answering general inquiries about CF programs
- Providing hand-outs and website information to clients
- Basic referrals to other support and programs

#### Phone messaging:

- Keep phone directory current
- Turn messaging off in the morning and on in the evening

#### General e-mail requests:

- Check e-mail daily, distribute as needed

## **ADMINISTRATIVE SUPPORT**

### **General office support:**

- Photocopying, sorting and disbursing faxes
- Receive, date stamp and distribute mail
- Complete mail-outs as assigned

### **Office stores:**

- Maintain supply of stationery and office supplies in accordance with Purchasing Policy
- Maintain First Aid supplies

### **Organize Board and Staff activities:**

- Maintain Outlook calendars for staff and facilities
- Confirm attendance for Board meetings
- Organize food and refreshments for Board and other meetings/events
- Birthday cakes, special events

## **FACILITIES AND EQUIPMENT**

### **Maintain office equipment in good working order:**

- Photocopier, telephone system, etc.

### **Manage facilities and equipment rental and scheduling:**

- Maintain scheduling in Outlook
- Control rental access - key management, alarm codes

### **Computer systems:**

## **TRAINING AND EVENTS**

### **Business training marketing and promotion:**

- Assist with developing marketing materials - brochures, information packages, etc.

## **OTHER**

- Bank deposits and safe-keeping of data back-ups

## **HOURS, SALARY AND BENEFITS:**

- Regular office hours are 8:30 to 4:30 PM, Monday to Friday.
- Work hours will vary and are expected to average 20-30 hours per week.
- There will some flexibility in the scheduling of these hours to accommodate applicant needs.
- Hourly wage will be commensurate with experience. The position is also eligible for benefits including: medical, dental, vision, extended health, life and disability insurance on completion of 3 months probation.