

External Job Posting: **Receptionist**

AGENCY OVERVIEW:

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:

This position, at our head office location, is responsible for duties such as reception, opening and closing the office, client data entry, and providing general administrative support. The ability to work evenings and Saturdays is required.

RESPONSIBILITIES:

- Greet clients and visitors and contact appropriate staff to retrieve them from the lobby
- Maintain a sign-in procedure to issue and retrieve visitor badges for building safety
- Provide key fobs to authorized personnel
- Follow procedures when building alarms are triggered (fire alarm, emergency exits, washroom alarms, 911 calls, and panic buttons) including assessing the level of risk and contacting the appropriate authorities
- Respond to calls and in-person queries appropriately by answering questions and/or forwarding to Intake or other staff as necessary
- Follow established procedures if an individual is showing signs of distress in-person or over the phone
- Collect fees from clients, issue receipts, and record transactions
- Carry out opening procedures for the agency, including unlocking the doors, disengaging the alarm, turning on equipment, running daily reports, preparing paperwork, and monitoring the general voicemail and e-mail inboxes
- Carry out closing procedures for the agency, including balancing payments, securing the cash drawer, conduct a walk-through of the building, and ensure the doors are locked
- Change network backup tapes as required
- Complete daily office functions, including mail distribution, scheduling appointments, processing invoices, processing bankruptcy paperwork, and entering attendance records
- Maintain logs for the distribution of bus tickets, orders for taxis, orders for courier mail, requests for brochures, requests for participation in speaking engagements, and requests for informational updates on resource lists and websites
- Provide assistance in booking rooms for staff, clinical groups, and members of the Family Violence Project
- Support the work of Carizon staff and members of the Family Violence Project as instructed by the direct supervisor or designate

EDUCATION/KNOWLEDGE/EXPERIENCE:

- College Diploma or combination of education and experience



- 1-3 years of experience in dealing with clients, preferably in the not-for-profit sector, preferably with vulnerable populations
- Knowledge, skills, and experience in general office practices
- Computer proficiency in Microsoft Office Word, Excel, Outlook and PowerPoint
- Excellent communication skills, which includes; courtesy, tact, discretion, providing detailed explanations, interpretation, and diplomacy
- Ability to effectively interact with external contacts by providing participants and clients with appropriate agency information, deal with service contractors whilst maintaining a positive image of Carizon
- Ability to manage time and quality pressures and instances of unpleasant client interaction
- Self-motivated, committed, very organized and sensitive to the needs of participants and clients

HOW TO APPLY:

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

**Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<p><u>SALARY:</u> \$12 to \$13/hour</p>	<p><u>STATUS:</u> Permanent, Part-time</p>	<p><u>COMPETITION NUMBER:</u> 05-17 (NUC-04)</p>
<p><u>LOCATION:</u> 400 Queen Street, Kitchener</p>	<p><u>HOURS OF WORK:</u> Approx. 10- 15 hours/week</p>	<p><u>POSTING PERIOD:</u> Jan. 30 – Feb. 10, 2017</p>
<p><u>EMPLOYEE GROUP:</u> Non- Union</p>	<p><u>SCHEDULE:</u> Afternoons, evenings, and Saturdays</p>	<p><u>START DATE:</u> ASAP</p>