

External Job Posting: **Relief 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:

The Relief Receptionist will be responsible for duties such as reception, opening and closing the office, client data entry, and providing general administrative support. The Relief Receptionist will support our various office locations (400 Queen Street South, 1770 King Street East, and 645 Westmount Road East) as needed.

This is a casual relief position with no set hours, the incumbent will be called into work on an as-needed basis to cover day, evening, and/or Saturday shifts, therefore the successful candidate must have flexibility to work a variety of shifts. **The successful candidate must be able to work evening shifts until 9pm and work some Saturday shifts.**

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
- Complete daily office functions, including mail distribution, scheduling, cancelling and re-booking appointments, processing invoices, processing bankruptcy paperwork, entering attendance records and survey data, and monitoring the signing in and out of various resources
- 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
- Enter and maintain staff schedules in AIM, and assist with room assignments

- Support walk-in counselling, including receiving clients, walk-in quarterly stats, weekly review of walk-in reports
- Support the work of Carizon staff and members of the Family Violence Project as instructed by the direct supervisor or designate
- Maintain First Aid kit

EDUCATION/KNOWLEDGE/EXPERIENCE:

- College Diploma or combination of education and experience
- 1-3 years of experience in dealing with clients, preferably in the NFP sector, preferably with vulnerable populations
- Knowledge, skills, and experience in general office practices
- Computer proficiency in Microsoft Office Word, Excel, Outlook and PowerPoint

SKILLS AND ATTRIBUTES:

- Excellent communication skills, which includes; courtesy, tact, discretion, providing detailed explanations, interpretation, and diplomacy
- Ability to manage time, work with minimal supervision and attend to instances of unpleasant client interaction
- Self-motivated, committed, very organized and sensitive to the needs of participants and client
- Maintain strict confidentiality of client information and address or re-direct requests for confidential information Act as the first point of contact for clients, students, and visitors at the Head Office
- Promote Carizon in a positive and professional way to visitors to the agency, callers, community resource personnel and the general public
- Develop and maintain positive relationships with colleagues, visitors, and vendors

HOW TO APPLY:

Interested applicants are invited to submit their resume and cover letter (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.).*

****Candidates that have recently applied for this position will be considered (you do not need to re-apply).*

**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.*

<u>SALARY:</u> \$16.10	<u>STATUS:</u> Casual, Relief	<u>COMPETITION NUMBER:</u> 21-19 (NUC-19)
<u>LOCATION:</u> Kitchener-Waterloo	<u>HOURS OF WORK:</u> On-call hours	<u>POSTING PERIOD:</u> Ongoing
<u>EMPLOYEE GROUP:</u> Non- Union	<u>SCHEDULE:</u> TBD	<u>START DATE:</u> ASAP