

Job Posting

Job Title:	Receptionist	Department:	Finance and Administration
Status:	Relief (No Guaranteed Hours)	Job ID#:	19-FA-12
Union:	Included	Rate:	\$20.57/hr. start rate
Posting Date:	May 22, 2019	Posting Close:	June 5, 2019 4:30 PM

Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 90 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Dixon Hall is currently accepting applications from qualified candidates for the position of Relief Receptionist. Reporting to the Chief Financial Officer (CFO), the Relief Receptionist will be the first point of contact for the Agency at the specific program sites where they have been assigned to work. The Relief Receptionist will work based on an "on call" basis and handle the flow of visitors to the building, ensure that all receptionist responsibilities are delivered in an accurate and timely manner, and create a positive first impression of the Agency with clients, partners, funders, employees, volunteers, and other guests.

Responsibilities:

1. Greets visitors, clients and guests in a professional and pleasant manner and direct/refer the individual(s) to the appropriate program, staff or resource at the program location to which assigned.
2. Answer, screen, and forward incoming telephone calls, providing basic information as required.
3. Assesses each client's needs and provide information and referrals as appropriate.
4. Provide support to programs operating in the program site where assigned.
5. Create and manage both digital and hard copy filing systems for business partners working from the program site.
6. Schedule meetings for the location based on all business partners' itineraries.
7. Identify/respond to potential crisis situations before they occur and takes steps to de-escalate minor situations, seeking support when necessary.
8. Perform day-to-day duties such as opening or closing the building, receive, sort, and deliver mail/deliveries/courier on a daily basis.
9. Monitors lobby conditions for any health and safety hazards and reports hazards to building services or management to be addressed.
10. Perform other related duties as required/assigned from time to time.

POSITION QUALIFICATIONS

1. Bachelor's Degree, Community Worker Diploma, Social Services Worker Diploma, Administration or Administrative Assistant Certificate/Diploma or other equivalent college diploma preferred or high school diploma with minimum 4 years' equivalent reception experience.
2. Strong verbal and written English language skills; fluency in additional languages will be considered an asset
3. Proficient with Microsoft Office; good computer skills in MS Office and Windows.
4. Previous experience managing and answering a multi-line, multi-location telephony system.
5. Exceptional customer service skills and professional phone manner; Friendly, comfortable meeting and speaking with people.



6. Ability to organize, multitask and prioritize.
7. Ability to work under pressure.
8. Available to work flexible hours on an “as needed” basis.
9. Qualified to work in Canada.

To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org before **June 5, 2019 at 4:30 p.m.** quoting File #19-FA-12 in the email “Subject” line.

Internal Applicants please mark “Internal” on envelope and/or put same in the subject line if applying by email.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.