

Receptionist

Permanent – 23 hours/week (Part-time)

Catholic Family Services of Peel-Dufferin (CFSPD) is a non-profit, charitable organization reflecting the values consistent with Catholic social teachings. CFSPD is a dynamic, growing family service agency with offices in Mississauga, Brampton, Orangeville and Bolton. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

Position Summary

CFSPD is currently seeking a Receptionist who will be responsible for providing exceptional customer service to internal and external clients, vendors and members of the public and support the office with a variety of administrative functions. The incumbent is also responsible for answering incoming calls and redirecting calls to appropriate personnel, booking client appointments and collecting fees.

Fluency in other languages (e.g. French, Arabic, Spanish, Urdu, Tamil, etc.) would be an asset to provide reception and clerical support in order to ensure client services are provided in an affective manner. The Receptionist reports to Manager of Operations. This position will be based in Brampton, Ontario, but coverage for our Mississauga location will be required as needed.

Responsibilities

Reception

- Maintain a professional, helpful, and friendly attitude
- Welcome on-site visitors, determine nature of business, and announce visitors to appropriate personnel
- Maintain tidiness of reception and waiting area, monitor print materials for appropriate content (e.g. magazines)
- Monitors visitor access and issue passes when required
- Collect, organize and distribute paperwork and evaluations from clients
- Responsible for stocking up hub and office staple supplies and purchasing staples for groups.
- Answers incoming telephone calls, determine purpose of calls, and forward calls to appropriate personnel or department
- Collect and record fees, complete daily balance sheets and other client fee reports as required
- Provide agency and community information (for referrals and needs assessment refer to intake) in person or over the telephone
- Train and support Volunteers in reception duties
- Provides back up reception coverage when needed at other locations

Administration

- Provide backup support to Office Administrator by entering intakes, case openings, appointments, closures, evaluations into Caseworks, agency database and SPSS

- Responsible for incoming/outgoing mail & incoming faxes; sort and distribute mail/faxes on a timely basis
- Schedules regular stream, and single session consultation appointments
- Write and post client letters as requested by supervisor
- Perform general administrative duties to include but not limited to: photocopying, scanning, faxing, mailing, ordering supplies, shredding, filing and courier
- Monitor, purchase and replenish office, group and meeting supplies

Qualifications

- High School Diploma or related experience
- Must possess 1+ years of office related experience
- Ability to represent the agency to the staff, clients and community by ensuring the best image is presented
- Excellent verbal and written communication skills
- Fluency in additional languages would be an asset (e.g. French, Arabic, Spanish, Urdu and/or Tamil)
- Ability to deal tactfully with employees, visitors and customers
- Exceptional organizational skills with ability to meet deadlines and manage multiple priorities
- Enthusiastic, warm and friendly personality, with a demonstrated client-service orientation
- Independent and self-directed with the capability to operate with minimal direct supervision
- Application knowledge of Microsoft Office tools (Word, Excel, etc.)
- Valid driver's license and access to a vehicle during working hours
- Ability to occasionally work flexible hours
- Willing to work within a Catholic values framework

Why Apply?

We offer a comprehensive benefits package (pension plan, extended health, dental & insurance benefits) and generous leave provisions. Our organization also provides flexibility with work hours, work life balance and free parking.

How to Apply

If you are interested in the above opportunity, please send your resume and cover letter by October 16, 2018 to humanresources@cfspd.com.

CFSPD is an equal opportunity employer and is dedicated to hiring staff that reflect the diversity in our community. We will make reasonable accommodations to enable applicants with disabilities to participate in the interview process upon request. We invite candidates from diverse communities to apply.

We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin but we will only contact those selected for consideration.