

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

Job# TNG2023-240

<b>POSITION TITLE:</b> Receptionist	
<b>DEPARTMENT:</b> Employment Services, 3036 Danforth Site	<b>STATUS:</b> Full time Contract, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> Nov 30, 2023, for 3 months or the return of the incumbent
<b>REPORT TO:</b> Senior Manager, Employment Services	<b>HOURLY RATE:</b> \$21.00
<b>POSTING DATE:</b> November 21, 2023	<b>INTERNAL CLOSING DATE:</b> November 27, 2023

**GENERAL DESCRIPTION:** The Receptionist is the primary contact for all staff and visitors onsite at our 3036 Danforth Ave. office. The Receptionist provides telephone and general reception assistance, provides administrative support to agency staff, and handles cheques and cash. This position reports to the Senior Manager, Employment Services.

### MAJOR DUTIES:

- Receive clients and guests to the Agency in a friendly, helpful, respectful manner. Assess needs, answer questions, direct people to the appropriate program and or member of staff. Problem solve when needed.
- Answer incoming telephone calls, transfer calls appropriately and take detailed messages.
- Provide information and referrals to programs and services within our agency as well as to other services in the community.
- Provide administrative support to agency staff (arranging for couriers, data input, scheduling meetings, filing, etc.)
- Maintain petty cash, purchase stamps, and replenish postage machine.
- Coordinate incoming and outgoing mail and deliveries, record outgoing mail.
- Keep track of Presto tickets and other supports for use by staff and clients.
- Help to accurately maintain the staff phone directory
- Keep the reception area tidy and organized.
- Conduct routine monitoring calls and reference checks as needed.
- Participate in team meetings and take minutes of team meetings and staff meetings, as required.
- Maintain client confidentiality, follow emergency procedures and adhere to Agency policies and procedures.
- Perform other duties, appropriate to the position, as required.

### REQUIREMENTS & QUALIFICATIONS

- Two or more years of related reception, clerical and/ or customer service work experience.
- Training and or education in clerical, office work or customer service.
- Ability to provide welcoming, professional, patient, and polite customer service consistently.
- Strong organizational, clerical and general office skills.
- Proficiency in MS Office programs (Outlook, Word, Excel, MTeams,) as well as Zoom.
- Familiar with office equipment (multi-line telephones, computers, photocopiers, fax machines and postage machines.)
- Ability to keep track of expenses and to balance small amounts of cash.
- Effective communication skills, and competency in spoken and written English.
- Ability to problem solve, to work effectively as a team member and to resolve conflict in a calm, tactful manner.
- A strong belief in equity and inclusivity, with a sensitivity to, respect for and ability to work with diverse groups, including adults, youth, newcomers to Canada, as well as people experiencing poverty, addiction and marginalization.
- The willingness and flexibility to alter work schedules and regular duties to accommodate the needs of clients, the department and/or the agency.
- Ability to remain calm and follow protocols and procedures in emergency situations.
- Preparedness to experience occasional exposure to unsanitary conditions and contagious disease.
- The physical ability to sit for extended periods of time, and occasionally lift moderately heavy boxes of office supplies.
- Knowledge of a second language, particularly Bengali, French, Hindi or other languages of the neighbourhood would be an asset.

To apply, submit your resume and cover letter with "TNG2023-240" in the subject line to: [careers@tngcs.org](mailto:careers@tngcs.org)

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement