


## CASUAL RECEPTIONIST JOB DESCRIPTION

	Department	Administration
	Immediate Supervisor	Manager of Administration
	Location	Manitoulin Island
	Salary Range	Per approved Salary Grid

### OVERVIEW:

The Casual Receptionist will provide administrative support services to staff of Kina Gbezhgomi Child and Family Services on an on call basis.

### GENERAL DESCRIPTION:

1. The Casual Receptionist provides administrative services related to reception/switch board operation, typing, mail and will greet clients and direct them to contacts or service area.
2. As part of the agency's staff, the Casual Receptionist must be aware of the whereabouts of all agency staff, and to ensure that inquiries are appropriately and courteously handled.
3. This position requires punctuality, initiative, professionalism, written/oral/listening and speaking skills, organized and exceptional client contact skills and can multi-task in a busy office environment.
4. As an employee of Kina Gbezhgomi Child and Family Services, will promote and support the agency's programs and services.
5. Due to the sensitive nature of the agency's business and client information, confidentiality must be maintained at all times.
6. Must possess knowledge, respect and sensitivity of the Anishinabe culture and the ability to speak the Anishinabe Language is a definite asset.

### QUALIFICATIONS:

- Certificate or Diploma in secretarial course or business administration from an accredited College;
- A minimum of two (2) years' experience in secretarial and office services preferably in a social services organization;
- Working knowledge of current computer hardware and software and other office equipment such as Xerox Docu-Share copier; automated postage meter, and fax machines;
- Must possess office receptionist experience and is able to operate a telephone switchboard system;
- Must possess effective communication, organizational, problem-solving and evaluation skills and work with minimal supervision;
- Willingness to take training as required;
- Knowledge of the Child and Family Services Act an asset;

- Working knowledge in computer software including; MS Office Software (IBM compatible, MS Word, Excel, Windows, Outlook);
- Must possess own vehicle, valid driver's license, proof of vehicle insurance and travel as required; and,
- Must be willing to authorize a "Vulnerable Sector Screening" check and sign a "Declaration Oath of Confidentiality Form" and "Conflict of Interest Disclosure Form";

**DUTIES & RESPONSIBILITIES:**

The Casual Receptionist will:

1. Ensure telephone coverage during regular business hours by receiving all incoming phone calls, screen calls to determine suitability and transfer to appropriate agency personnel for service, record and relay information and ensure agency staff receives all phone contacts and communiqués;
2. Use judgement regarding the sensitivity and priority of phone calls and client contacts and direct them to the appropriate agency personnel or external services;
3. Manage the switchboard including the agency's voice mail system and act as administrator to ensure the system is operable and efficient at all times;
4. Ensure that the applicable phone lines are transferred to the After Hours Worker at the end of each business day and immediately released upon beginning each business day;
5. Promote a professional image of the agency to internal and external contacts by greeting the public in a courteous and helpful manner; assist them by directing and announcing their arrival to appropriate staff, i.e. staff, collateral contacts, and clients;
6. Provide basic information of the agency to collateral contacts, clients and the general public;
7. Capable of operating independently with minimal supervision while keeping appropriate management informed of any potential problems or sensitive issues surrounding contacts or other matters within the reception area;
8. Coordinate action and complete requests in a timely and professional manner, and accurately report on a resolution;
9. Establish and maintain positive and effective work relationships in all interactions;
10. Maintain and ensure the safe keeping of the daily phone log of all agency staff on a daily basis;
11. Maintain an accurate log of all incoming and outgoing mail and faxes;
12. Will coordinate mail delivery system of incoming and outgoing correspondence to their proper destinations/designates;
13. Prepares and distributes records, documents, photocopies, as required;
14. May assist in the coordination, arrangements for meetings, training, workshops and conferences for agency staff when required;
15. May assist in making appointments, travel and accommodation arrangements for agency staff (airfare, hotel, transportation, etc.);
16. Attend training seminars as required;
17. Ensure the safekeeping and maintenance of the storage/file room and keys for appropriate lockup and open each business day;
18. May requisition office supplies required for agency site staff to the authorized vendors;
19. May assist in preparing, typing and/or proof-reading documents for agency staff, including completion of forms, reports, correspondence, memo's, agreements, and other material, composing and typing of routine letters on own or from verbal or written instruction when requested;
20. Ensure own work area and shared office areas are maintained in a neat and orderly manner;
21. Perform other related duties as assigned by the supervisor;

**CERTIFICATION - ACKNOWLEDGEMENT OF RECEIPT**

<hr/> <p>Employee Signature</p> <hr/>	<hr/> <p>Supervisor's Title</p> <hr/>
Printed Name                      Date	Supervisor's Signature                      Date
I certify that I have read, understand, and agree to the responsibilities assigned to the position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.

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Department Manager                      Date

I approve the delegation of responsibilities outlined herein within the context of the attached Organizational structure.