

INTERNAL AND EXTERNAL JOB POSTING

Receptionist

ISANS is seeking a full-time, **Receptionist** responsible for welcoming all clients and visitors to ISANS, directing clients to appropriate staff, answering inquiries and assisting clients as needed, and handling front desk operations. Reporting to the Manager, Community Integration Services, this position will be responsible for:

Duties & Responsibilities:

Welcome Clients, Visitors and Interpreters:

- Greet all persons entering ISANS by providing friendly, professional customer service
- Inform staff about their scheduled appointments when clients (and interpreters) arrive
- Provide directions to clients arriving for workshops, classes, etc.
- Provide information to clients about appointment procedures and assist clients to make appointments with staff

Answer Inquiries and Assist Clients

- Respond to inquiries (in-person, phone calls and on LiveChat) by providing information about ISANS programs and services
- Provide information about other resources if request is outside of ISANS' mandate
- Direct and refer more in-depth questions to appropriate staff
- Update existing clients' contact information in the database when possible
- Support clients (and maintain records) as needed for special initiatives
- Be first point of contact for client complaints and guide clients to appropriate complaint processes as needed

Handle Front Desk Operations:

- Lock/unlock office and update phone lines according to hours of operation
- Set up (and close down) reception area and message boards as needed
- Keep reception area clean and orderly
- Receive and distribute mail, maintain log of mail activities
- Record various stats re: incoming calls, number of visitors, etc
- Assist with storm notifications and offices closures as needed

General responsibilities:

- Provide information as required for internal/external reports, proposals, grants etc.
- Review and adhere to ISANS workplace health and safety policies including emergency procedures, child protection, medical emergencies, potentially violent situations, etc. Safety is everyone's responsibility
- Record all relevant client information in databases in a consistent and timely manner
- Attend regular Staff Meetings and Team meetings
- Attend training and development opportunities as appropriate
- Attend and provide support at ISANS events
- Perform other duties as required

The ideal candidate for this position will have the following:

Education:

- Administrative Assistant certificate/diploma
- Equivalent combination of education and experience will be accepted

Experience:

- 2 years experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred

- Experience communicating with people with low level of English an asset
- Experience delivering service face to face and/or online

Skills:

- Ability to create welcoming environment for diverse clients
- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

ISANS Core Competencies

Cultural Competency; Equity, Diversity & Inclusion

- Embracing the value that different perspectives and cultures bring to an organization

Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

Accountability

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

Respect

- Actively encouraging an environment of fairness, honesty and integrity for all

Terms of Employment:

- Indefinite term contract
- Full-time, 35 hours per week

Commencement Date: ASAP

Closing Date: Wednesday, March 6, 2024, 4:00pm.

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for these positions (valid work permits, permanent residents, citizens)

Please note we are not a registered Foreign Worker Employer and we will not be able to provide an Employer Registration Certificate (ERC).

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**