

## INTERNAL/EXTERNAL JOB POSTING

### Receptionist

ISANS is seeking a part time **Receptionist** to join the Support Services team to welcome all visitors to ISANS, handling front desk operations, directing clients to appropriate staff or resources, training and supervising Welcome Volunteers. Reporting to the Manager, Support Services the position is responsible for:

#### **Welcoming and providing information to clients entering the ISANS office by**

- greeting all persons entering ISANS by providing front line, professional customer service, responding to questions on programs, workshops, events and redirecting questions to appropriate staff
- Providing general information about ISANS, its programs and services
- Orienting, scheduling and supervising welcome volunteers

#### **Directing clients to appropriate services at ISANS by**

- Pre-screening clients for service eligibility
- Referring face to face and telephone clients to appropriate staff
- Providing information to clients about appointment procedures and assisting drop-in or phone in clients with making appointments with staff
- Informing staff about their scheduled appointments

#### **Responding to phone calls**

- Screening telephone calls and redirecting as appropriate
- Assessing the priority of calls and taking appropriate action

#### **Handling front desk operations by**

- Opening/closing office and phone lines according to hours of operation and ensuring messages are forwarded to appropriate staff
- Keeping reception area and meeting rooms in a clean and orderly manner
- Monitoring client traffic/flow at the reception area
- Recording incoming calls and requests for statistical and reporting purposes
- Receiving and distributing mail, maintaining log of mail activities

#### **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 delivering service face to face and/or online

##### **Skills:**

- 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

**Terms of Employment**

- Part-time 14 hours per week
- Fixed term contract to end March, 2019, renewable pending funding confirmation

**Commencement Date:** ASAP**Closing Date:** Thursday February 21, 2019 – 4 p.m.

**To apply:** E-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating in subject line the position you are applying for.

**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.**