

**Casual/On-Call
Relief Main Receptionist**
Posting: Ongoing

Davenport-Perth

Neighbourhood and Community Health Centre



Davenport-Perth Neighbourhood and Community Health Centre (DPNCHC) is a multi-service community agency committed to furthering community development/capacity building and health promotion activities for all ages. A United Way Agency, the Centre specializes in programs ranging from early years to youth, isolated adults, health and seniors. The Main Receptionist is responsible for main reception functions, including information and referrals for both telephone and in-person callers, and administrative support to programs. **The person in the Relief position would cover sick days, vacation days and other times when the permanent worker is away from the Centre.**

Abbreviated Responsibilities:

- Provide information for telephone and in-person enquiries and refer clients to appropriate staff person or other resources, where possible, to a broad range of Centre clients with differing and sometimes complex needs,
- Schedule space on calendars for user groups, programs, and staff meetings,
- Maintain the equipment-booking log and reception log book,
- Provide administrative support to programs and management including word-processing; assisting with ordering, stocking and inventory of office supplies,
- Use postage meter for mailing; send and receive courier documents; send, receive and log long distance facsimiles, receive, date stamp and distribute mail as instructed.

Qualifications:

- One-year experience or combination of training and experience as a receptionist in a non-profit agency and dealing with a diverse population with settlement, mental health, addiction and other barriers,
- A friendly, welcoming and non-judgmental attitude towards people, within the context of DPNCHC's philosophy and mission statement,
- Excellent telephone manner and communication skills, including careful listening to ensure referral information is appropriate,
- Proven understanding and knowledgeable of social issues and multicultural sensitivity,
- Promptness and reliability,
- Flexibility,
- Ability to work in a busy setting and do many tasks at once,
- Ability to take clear, concise and accurate messages,
- Strong verbal and written English language skills,
- Computer literacy and competency in Microsoft Office, as well as an ability to learn to use a variety of software programs,
- Ability to speak a second language relevant to this neighbourhood (Portuguese, Spanish in particular, but not exclusively),
- Knowledge of Davenport West region and the Davenport-Perth Neighbourhood and Community Health Centre community is an asset.

Hourly Range: \$20.415 - \$21.708 per hour, plus statutory benefits. **This is a non-bargaining unit position.**

Relief hours/on-call are between 9 a.m. to 5 p.m., Monday to Friday.

Start Date: ASAP

Submit your cover letter and resume to: hire@dpnchc.ca or mail to 1900 Davenport Road, Toronto, ON M6N 1B7

Application Due Date: This is an open posting and we accept ongoing applications.

Davenport-Perth Neighbourhood and Community Health Centre encourages applications from candidates, whose background is diverse in terms of culture, race, language, religion, class and gender /sexual orientation. Reasonable accommodation or any other special needs will be provided in all parts of the hiring process. If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must show proof of vaccination (2 doses) with vaccines approved by Health Canada, unless they have an exemption from vaccination under the Human Rights Code. Also required to undertake a Vulnerable Sector Screening with Police Services. Only applicants selected for interviews will be contacted. No phone calls please. DPNCHC is a perfume free environment.



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