



JOB POSTING

**Part time Receptionist
28 hours per week
Unionized Position**

Summary

Caribbean African Canadian Social Services (CAFCAN) provides client-centered social services that promote the overall wellbeing of the Caribbean African and Diasporic communities in the Greater Toronto Area. CAFCAN is situated in one of Toronto's most diverse and high needs communities and provides a wide range of programs, services and activities to Black children, youth, families and seniors.

The Receptionist provides front desk duties that includes welcoming clients, responding to phone enquiries as well as various clerical and administrative support functions.

This positions may require working flexible hours, including some evenings and Saturdays from time to time.

KEY RESPONSIBILITIES

- Maintain confidentiality at all times
- Perform reception, clerical and administrative support duties
- Answer incoming calls and direct calls to the appropriate person
- Provide information for telephone and walk-in enquiries and refer people to appropriate staff person or other resources as needed
- Take and deliver accurate phone messages, with call back numbers and names and promptly relay messages to the appropriate person.
- Respond to email inquiries in a timely manner and forward requests to the appropriate person
- Greet incoming clients and visitors and notify the appropriate person
- Receive, send, sort and handle all mail including courier documents
- Manage and maintain inventory of supplies
- Ensure requisitions are completed and approved
- Problem solve copier and fax machine malfunctions.
- Ensure timely preparation and distribution of meeting agendas and minutes
- Ensure website remains current by adding or removing relevant content
- Handle other duties as required and/or as assigned by supervisor or designate

QUALIFICATIONS

- Two to five years' office or customer service experience, preferably in a social service setting, is an asset
- Reception and Customer Service Certificate or equivalent certificate, education and experience is a strong asset
- Excellent communication skills with fluency in languages other than English (i.e. Oral proficiency in languages of Africa and the Diaspora, including French and Spanish)

- Experience with multi-line telephone system
- Proficiency in the use of computers and various software applications,
- Sensitivity and awareness of cultural, racial, economic and socially diverse communities
- Ability to exercise tact, discretion, confidentiality and professional office etiquette
- Excellent organizational skills and ability to multi-task in a fast-paced environment

APPLICATION CLOSING DATE: As soon as a suitable candidate is selected.

CAF CAN Social Services is an equal opportunity employer.

Please forward your resume quoting position title to:

Receptionist Hiring Team

Email: jobs@cafcan.org

Please note that only those candidates meeting the selection criteria will be contacted. Although we may not contact you for this particular role, all applications will be reviewed, as we would like to consider you for future opportunities that may become available.