



RECEPTIONIST

Post Date: October 3, 2023

Under the direction and supervision of the Operations Manager, the successful candidate will provide clerical and receptionist services, maintain reception/client area and display enthusiasm, teamwork, motivation and commitment. Must be professional in appearance and demeanor and also adhere to company dress code. Provide support and information to staff and clients while greeting visitors and answering phones.

RESPONSIBILITIES:

I. RECEIVING AND REGISTERING CLIENTS

- Greet clients in a friendly professional manner
- Register clients and determine what level of services are required
- Email intake calls to Career & Employment Counselors
- Create client files for Career & Employment Counselors intake process
- Filing client files and maintaining filing system in client file room
- Maintain a daily log of all incoming clients
- Will take all reasonable measures to ensure the security, confidentiality and integrity of information exchanged and to safeguard the information against accidental or unauthorized access, disclosure, use, modification and deletion.

II. ADMINISTRATIVE

- Maintain a high-volume switchboard and respond to all incoming calls with a positive greeting in a friendly manner, determine the caller's identity and purpose of the call and promptly direct the caller to the appropriate staff or department
- Receive and direct telephone messages from visitors/callers and ensuring messages are effectively communicated
- Keep reception/client area clean, sanitized and tidy

III. GENERAL

- Order and maintain inventory control of office supplies
- Submit monthly activity reports to the Operations Manager
- Perform other related duties as required per direction of Operations Manager

QUALIFICATIONS:

The successful candidate should display and have a positive, helpful and tactful work ethic. Daily duties can at times be challenging and changing; therefore, it is important that person can handle and adapt to a changing environment.

Education: High School Diploma; and/or Diploma in Office Administration

Experience, Knowledge and Skills: Personable, professional attitude, preferably a minimum of three (3) years office administration support or customer service experience. Excellent interpersonal skills and communications skills; cooperative, patient, supportive, calm under pressure and team player; efficient and effective time management skills, and proficient in the use of Microsoft Office Business and Windows Professional. Must be willing to travel.

Interested:

Interested candidates must submit a cover letter, resume and three (3) work related references and a criminal record check via email to eom@oteenow.com

Note: Oteenow Employment & Training Society thanks all applicants for their interest; application process will remain open until position is filled. No phone calls please.