

October 30, 2017  
Internal/External Job Posting:  
**Main Receptionist; Afternoons**  
Permanent Part-Time – 20 hrs. /week  
**Posting Number: 2017- 017**

**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; **Monday to Friday from 1:00 p.m. to 5:00 p.m.**

#### **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 and the general public interested in renting space; collect fees and issue receipts.
- Maintain the equipment-booking log and reception log book.
- Assist with maintaining all Centre mailing lists, respond to requests to produce mailing labels and related documents.
- Provide administrative support to programs and management including word-processing; assisting with ordering, stocking and inventory of office supplies; may provide orientation or explain procedures to clients or new staff.
- 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.
- Participate in team meetings and activities to promote teamwork and information sharing, and maintain a positive working environment.

#### **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.
- Excellent telephone manner and communication skills, including careful listening to ensure referral information is appropriate.
- A friendly, welcoming and non-judgmental attitude towards people, within the context of DPNCHC's philosophy and mission statement.
- Proven understanding and knowledgeable of social issues and multicultural sensitivity.
- Promptness, reliability and 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 an asset.

**Salary Range: \$34,592 - \$36,853 (pro-rated to 20 hours per week) plus extended health benefits. This is a Bargaining Unit position.**

**Submit your cover letter and resume to:**      **Posting Number: 2017-017** to [hire@dpnchc.ca](mailto:hire@dpnchc.ca) or mail to  
1900 Davenport Road, Toronto, ON M6N 1B7

**Due Dates:** Internal Applicants: 5 pm, November 7, 2017.      External Applicants: 5 pm, November 10, 2017.

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 prospective employees will be 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.