



Receptionist- Part-Time

Are you an empathetic and caring individual? Are you an organized multitasker that enjoys working as part of a team? Do you identify as being collaborative, resourceful and have a strong attention to detail? e4c is looking for a Part-Time Receptionist who understands community members who may be experiencing challenges related to housing, mental health or financial barriers.

In this position you would be responsible for providing support to our Front Desk are at our main office downtown. As an e4c receptionist, you are the agency's ambassador at the front desk as well as the first point of contact for public inquiries to the agency. You respond and assist persons served, volunteers, staff and the public in a friendly and supportive manner. You are part of our e4c team and support co-workers by building positive internal relationships. Our fundamental principles, values and service philosophy of e4c are shared by all of our employees.

Hours: Part Time, Monday to Friday 12:00pm – 4:30pm. Occasional vacation or event coverage may be required.

Why Join Our Team

- We empower employees through meaningful opportunities and positively impact those we serve in the community.
- In-house training opportunities and supervisory sessions to build professional knowledge and skills.
- Connect with a variety of stakeholders – team members and community members to build and model positive community relations.

In Your Role You Will

- Answer and direct incoming phone calls and inquiries from the switchboard for agency services, take messages, and make appropriate referrals; update the e4c Staff telephone directory regularly.
- Review general email inquiries directed to e4c and respond or direct inquiries to the appropriate department or service provider.
- Monitor front door intercom and provide access to visitors for appointments and services; coordinate guest sign-in book.
- Assist visitors with in-person inquiries and service; track weekly intake.
- Receive all incoming deliveries and mail, sort and process for departments and programs; coordinate all outgoing mail.
- Manage all front desk office equipment including the printer/photocopier, postage machine and equipment available for staff meeting use; order front office supplies.
- Manage kitchen hosting including ordering coffee supplies and water; make coffee for guests at regular intervals through the day.

Education and Certifications

Required

- High School Diploma
- Police Check with Vulnerable Sector Check.

Recommended

- De-escalation.
- Crisis Intervention Training.



Receptionist- Part-Time Experience

- 2+ years' experience in an administrative support role or receptionist role.
- 1+ years' experience in a customer service environment.
- Intermediate to advanced skills in Microsoft Office Suite (Outlook, Word, Excel).
- Working knowledge of office procedures and equipment, including multi-line telephone system.
- Knowledge of community resources, knowledge of inner city, homelessness, poverty, mental health, addictions, sex work, or systemic racism issues considered an asset.

Competencies

- **Communication:** verbal, listening and written communication skills.
- **Relationship Centered:** respond compassionately and sensitively to community members, volunteers, public and staff and assisting where possible.
- **Flexibility:** adaptable to changing priorities; able to manage multiple projects and deadlines.
- **Focus:** effective organizational skills; time management skills with strong attention to detail; ability to juggle activities simultaneously.
- **Credibility:** the ability to exercise discretion and confidentiality while maintaining clear boundaries; managing sensitive situations and information; respecting confidentiality of information shared by others.
- **Self-Awareness and Impact:** Self-directed, motivated and able to follow direction while at the same time participating in a team environment.
- **De-escalation:** Ability to deal with conflict situations, manage aggressive behavior, and use non-violent crisis intervention and behavioral management techniques.

Apply

When applying, please submit a thoughtful Cover Letter and Resume outlining your interest and experience to our Careers email: careers@e4calberta.org

At e4c diversity is our strength. We embrace diversity and offer equal opportunities to all qualified applicants. We welcome your application regardless of origin, culture, ethnicity, age, ability, gender identity or faith.

Thank you to all those apply. Only those short-listed will be contacted for an interview.