



MALTON NEIGHBOURHOOD SERVICES

3540 Morning Star Drive, Mississauga, ON L4T 1Y2

Tel: 905-677-6270 / Fax: 905-677-6281 / Website: mnsinfo.org / Email: info@mnsinfo.org

Job Posting

Receptionist

16 Hours/Week Monday to Thursday

Location: Mississauga/Brampton

Job Summary:

Malton Neighbourhood Services is a non-profit charitable organization that provides a variety of programs and community support services since 1975. Eligible candidates are invited to apply for the Receptionist position. The ideal candidate is passionate about bringing high standards of performance in an efficient manner to support the work of the agency. He/she understands the non-profit sector and is effective at managing multiple priorities while maintaining his/her sense of humor.

Responsibilities:

- Provide accurate information to the public regarding all services and locations of the agency in person via phone/email
- Maintain employee directories
- Maintain systems for booking meeting rooms
- Prepare data for courier pick-up and delivery ensuring that information is appropriately filed
- Perform other clerical receptionist duties such as filing, photocopying and faxing
- Operate various office equipment, including computer, telephone, fax machine, photocopier, label maker, and shredder and troubleshoot equipment malfunctions
- Receive and direct all incoming telephone calls and provide information and referrals
- Greet clients upon entry to MNS; introduce the services provided; orient new clients
- Conduct eligibility screening and ensure appropriate documentation
- Collect daily statistical records
- Conduct initial intake for drop-in clients and complete intake forms
- Participate in team meetings; staff meetings and committee meetings as required

- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms and brochures)
- Assist with on-going file organization and maintenance, including data entry and the proper disposal of old files
- Other duties as assigned

Qualifications:

- Ability to continuously manage simultaneous tasks
- High school or a college diploma would be considered an asset
- A minimum of two years reception experience working in a high-volume environment
- Strong computer skills: MS Office Suite and Internet
- Detail-oriented, trustworthy, reliable and punctual.
- Knowledge of nonprofit sector and issues affecting newcomers
- Strong organizational skills, accuracy, and consistency of work a necessity
- Excellent communication and organizational skills
- Strong interpersonal skills, with the ability to interact professionally with youth and adults of diverse socio-economic backgrounds
- Professional and courteous telephone manner
- Ensure confidentiality is maintained
- Work cooperatively with other team members
- Adaptable, energetic team player and able to work well independently
- Cultural sensitivity, mature judgment, and good conflict resolution skills
- Additional language/s an asset
- Ability to lift 30lbs is required

Submit a cover letter, resume, and three references to the Hiring Committee at hr@mnsinfo.org. Deadline for applications: Wednesday, May 29, 2019, by 4:00 PM. Upon hire, the candidate must provide a police records check. We thank all applicants. However, only those selected for interviews will be contacted.

Malton Neighbourhood Services is committed to providing accommodations throughout the recruitment process. If you require accommodation, please notify us and we will work with you to meet your needs.