

### Relief Reception

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community.

Reporting to the Space, Reception & Facilities Coordinator, the Relief Receptionist is responsible for answering telephones and for completing administrative tasks in a busy environment. The Relief Receptionist position speaks a second language and will be available on an as needed basis during the week from 12:30 pm – 3:00 pm, in the evening from 4:30 pm - 9:00 pm, and other hours to provide reception coverage for two locations (248 Ossington Ave. and 1033 King St. W.).

**West Neighbourhood House is actively seeking applications from Indigenous, Black and racialized peoples, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

#### Responsibilities:

- Receive individuals to the organization and calls on a multiline phone system;
- Provide information regarding services and activities of the House;
- Monitor activities in the building, as well as movements and location of staff;
- Take messages and forward to appropriate staff, volunteers, students, etc;
- Maintain program information and listings, as well as schedule activities;
- Provide word processing assistance and photocopying for staff;
- Assist with updating files and data entry;
- Assist with delivery of program activities, i.e. large mailings;
- Make referrals to programs and other appropriate external organizations;
- Receive all incoming mail or courier deliveries and distribute to the appropriate staff member;
- Stamp outgoing mail and drop off at Canada Post mailbox; receive and send faxes;
- Schedule and allocate meeting rooms as requested;
- Provide other related assistance and functions as required;
- Participate as a team member of the Community Relations Unit, engage in unit cross program working groups, house committees, House-wide events, joint initiatives between House programs and other activities;

## External Job Posting

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### Qualifications:

- Ability to operate a busy switchboard, transfer calls to multiple locations; receive calls and visitors with courtesy and efficiency;
- Ability to operate standard office equipment;
- Excellent organizational and time management skills;
- Well-developed verbal and interpersonal skills, service oriented, and sensitive to the needs of clients from diverse cultures;
- Data entry experience and very good attention to detail;
- Familiarity with west-central Toronto;
- Ability to speak a second language (Portuguese is an asset);
- Computer literacy in a Windows environment;
- Ability to work flexible hours including evenings and weekends;
- Knowledge of Microsoft Office (including Word, Teams, Outlook and Excel).

<b>Status:</b>	Relief, no guaranteed hours (CUPE Local 3393 Bargaining Unit Position)
<b>Start Date:</b>	As soon as possible
<b>Hours:</b>	Variable hours as needed (daytime and evenings)
<b>Rate:</b>	\$20.66 per hour as of April 1, 2024 (plus 5% vacation pay, 6% in lieu of benefits, 12.5 vacation days and 3 discretionary days)
<b>Unit:</b>	Community Relations
<b>Immediate Supervisor:</b>	Space, Reception & Facilities Coordinator
<b>Posting Date:</b>	March 14, 2024
<b>Closing Date:</b>	Ongoing recruitment. Resumes will be considered as they arrive.

### Please submit your cover letter and resume as soon as possible to:

Space, Reception & Facilities Coordinator  
248 Ossington Ave.  
Toronto, Ontario  
M6J 1E3  
[jobs@westnh.org](mailto:jobs@westnh.org)