

Placement Receptionist - Position Description

Purpose:	<p>The Receptionist is responsible for providing secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner.</p> <p>CultureLink works within an anti-oppression framework and is committed to equity.</p>
Title:	Placement- Receptionist
Location:	2340 Dundas Street West, suite 301 Toronto, ON M6P 4A9
Key Responsibilities/benefits:	<p>Students –under the supervision of the Receptionist- will:</p> <ul style="list-style-type: none"> • Welcome CultureLink’s diverse newcomers, program participants, stake holders and the community at large • Receive, direct and relay telephone calls and messages • Receive fax messages • Address any enquiries and requests for support • Make appropriate referrals when necessary • Book rooms for staff • Distribute mail and faxes into staff mail boxes • Keep an efficient, clean, presentable and organized reception area • Process and keep current/weekly sign in-out staff, volunteers and students sheets • Photocopy and fax as requested • Organize office supplies as requested <p>Benefits:</p> <ul style="list-style-type: none"> • Improve communication skills • Improve computer knowledge and keyboard skills • Gain knowledge of South West Toronto settlement services and community resources • Improve listening and paraphrasing skills • Develop techniques for responding to client’s complaints, upset or anger.
Reports to:	Receptionist/Central Intake and Executive Assistant
Length of Appointment:	Open.
Time Commitment:	Open.
Requirements:	<ul style="list-style-type: none"> • Self-study and demonstrate understanding of CultureLink’s Receptionist Handbook • Commitment to anti-racism and combating other forms of discrimination

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	<ul style="list-style-type: none">• Ability to work cooperatively as part of a team and to give input into program• Business Administrative certificate/diplomas or experience an asset
Application Process:	<ul style="list-style-type: none">- Send resume and cover letter to Claudia Rivera, Placement Coordinator at crivera@culturelink.ca; documents shall be sent at least one month and a half ahead of placement start date.- An interview will be scheduled with potential supervisor.- If staff and student are willing and able to work together, then the student will fill out the student placement application form; will sign the confidentiality agreement and will submit all required documents.- An on-boarding session will be scheduled with the student and the Student Coordinator to provide orientation on Student Placement Policy, Agency Overview, Health and Safety procedures, and agency tour.- Student will then be placed with staff. A learning plan has to be in place which the student will develop with staff feedback and guidance.- Future activities include field instruction, monitoring and evaluation.- An electronic exit evaluation is done at the end of the placement to evaluate the student level of satisfaction and to request feedback to improve our practice.