

## Placement Receptionist - Position Description

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

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	<ul style="list-style-type: none"><li>• Ability to work cooperatively as part of a team and to give input into program</li><li>• Business Administrative certificate/diplomas or experience an asset</li></ul>
<b>Application Process:</b>	<ul style="list-style-type: none"><li>- Send resume and cover letter to Claudia Rivera, Placement Coordinator at <a href="mailto:crivera@culturelink.ca">crivera@culturelink.ca</a>; <b>documents shall be sent at least one month and a half ahead of placement start date.</b></li><li>- An interview will be scheduled with potential supervisor.</li><li>- 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.</li><li>- 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.</li><li>- 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.</li><li>- Future activities include field instruction, monitoring and evaluation.</li><li>- 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.</li></ul>