



Métis Family Services

#312 – 7485 130th Street
Surrey, BC V3W 1H8

Telephone: (604) 584-6621

Fax: (604) 582-4820

JOB TITLE:	Receptionist/General Clerk (Full Time/Permanent)		
DEPARTMENT	Administration Classification: JJEP Grid 5		
REPORTS TO:	Finance Manager		
DATE PREPARED:	December 5, 2018	CLOSING DATE:	December 19, 2018

Job Summary:

The receptionist is the primary greeter for this agency. All incoming callers and visitors are received at the reception. Has strong office and technical skills. Presentable, courteous and tactful at all times.

Key Duties and Responsibilities:

- Answers telephone and/or in-person inquiries and routes to appropriate staff member, if required.
- Responds to routine questions regarding the agency and the services provided.
- Assists callers and/or in-person with other community services contact information.
- Keeps incoming call records up to date. Updates the staff In/Out board and logbook.
- Ensures that visitors sign in/out of visitors' logbook.
- Sorts and distributes in-coming mail. Attends to incoming and outgoing couriering. Maintains records of all incoming and outgoing post mail and couriered items. Registers and packages all items to be couriered.
- Keeps the reception area tidy and organized for visitors. Ensures agency brochures and staff business cards are readily available at the front desk. Maintains bulletin board by ensuring all community information is relevant and up to date.
- Compiles supply requests and places ordering. Ensures that supplies received are matched with what was ordered. Stows supplies when shipped in.
- Operates printer, copier and fax machines.
- Schedule conference calls or meetings for any of the teams.
- Print reports as directed.
- Daily checks with After Hours and distributes reports to Team Leader, Social Workers and Duty Worker.
- Performs other duties as required.

Job Skills and Abilities:

- Excellent communication skills are required for this role as the primary greeter for the agency.
- Multi-tasking abilities are necessary as well as calm and friendly nature.
- Ability to manage multi-line telephone systems.
- Ability to organize, multitask, prioritize and work under pressure.

Qualifications, Education and Experience:

Grade 12 or GED. Proficient in Microsoft office suite (e.g. Word and Excel)
Six (6) months recent related experience or an equivalent combination of education, training and experience.

Additional Information:

Some lifting and moving of office supplies

OTHER REQUIREMENTS:

- Must have a Criminal Record Check completed by and satisfactory to Métis Family Services.

Rate of pay: \$16.99 to \$19.82 per hour

Start date: As soon as possible.

CORE COMPETENCIES:

Results Oriented - concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

Service Oriented - implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Teamwork and Co-operation - the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Please clearly state the position you are applying for and forward your resume & cover letter to the attention of Kay Rampersad by email: krampersad@metisfamilyservices.ca

This position requires union membership.

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted.

No telephone inquiries please.