



EMPLOYMENT PACKAGE

The following employment package contains information to apply for the position of **Receptionist, Full-Time, 35 hours per week, 1 year contract, with possibility of extension.**

The package contains (for your information):

1. Job Posting
2. Job Description
3. Employment Application
4. Scenario Questions
5. Job Applicant Screening Form

Requirements for Submission:

1. Applicant's Resume & Cover Letter
2. Completion of Employment Application
3. Completion of Scenario Questions (3)
4. Completion of Job Applicant Screening Form

POSTING: Receptionist, Full-time-Time, 35 hours per week, 1 year contract, with possibility of extension:

RESPONSIBILITY:

Reporting to the Manager of Clinical Services, the Receptionist is responsible for greeting all individuals presenting to the agency, creating a welcoming and supportive environment in line with our culture, and directing individuals to the appropriate service. The Receptionist will also provide administrative support to Agency programs.

• **QUALIFICATIONS:**

- Requirements: Diploma or Degree related to office administration.
- Language requirements: Fluency in English is essential. Advanced conversational French is essential.
- Professional designation/certification: No registration, professional designation or certification required.
- Minimum of 1 year experience in a related administrative position.
- Proficiency with Microsoft Office Suite required. Advanced proficiency in Microsoft Excel preferred.

SALARY RANGE: \$17.06 - \$19.83 per hour

UNION MEMBERSHIP: This position is included within the collective bargaining unit, (Ontario Public Service Employees Union, Local 666).

LOCATION: Canadian Mental Health Association – Sudbury Manitoulin, 111 Elm Street, Suite 100

TO APPLY: Please complete the employment package available online at <https://sm.cmha.ca/get-involved/careers/> and submit to the attention of Human Resources.

By email: recruitment@cmha-sm.on.ca

By Fax: 705-675-7247

DEADLINE: The deadline to apply is Friday August 14, 2020 by 12:00PM.

INTERVIEW DATE: To be determined



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental Health &
Addiction Services

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
Services de santé mentale
& de toxicomanie

- *Canadian Mental Health Association-Sudbury/Manitoulin (CMHA-S/M) offers competitive benefits including vacation, extended health and dental benefits, and a pension plan through HOOPP.*
- *CMHA-S/M is an equal opportunity employer. CMHA-S/M follows AODA legislation and supports persons with disabilities with accommodations. Please notify us if you have any accessibility requirements.*
- *CMHA-S/M is a unionized work environment through the Ontario Public Service Employees Union (OPSEU).*
- *Personal information submitted will be used for the purpose of determining suitability for this/these positions only.*
- *All applicants are thanked for their interest; however, only those selected for an interview will be contacted.*



AVIS D'EMPLOI: Réceptionniste, à temps plein, contrat d'un an, avec possibilité d'extension: 35 heures/semaine

RESPONSABILITÉS:

Relevant du gestionnaire des Services cliniques, la réceptionniste a la responsabilité d'accueillir les individus qui se présente à l'organisme, de créer un environnement favorable, conformément à notre culture et de diriger les personnes vers le service approprié. La réceptionniste apportera aussi un soutien administratif pour les programmes de l'agence.

QUALIFICATIONS:

- Exigences en matière d'étude : Posséder un diplôme en administration
- Exigences linguistiques: La maîtrise de l'anglais est essentielle. Des aptitudes avancées à la conversation en français sont essentielles
- Désignation professionnelle/Accréditation : Aucune inscription, ni désignation professionnelle, ni accréditation n'est requise.
- Posséder au moins un (1) an d'expérience dans un poste administratif de nature semblable.
- Bien connaître la suite Microsoft Office et, de préférence, bien maîtriser Microsoft Excel.

ECHELLE SALARIALE: \$17.06 - \$19.83 par heure

ADHÉSION SYNDICALE: Ce poste est inclus dans l'unité de négociation collective (Syndicat des employées et employés de la fonction publique de l'Ontario, section locale 666).

LIEU : Association canadienne pour la santé mentale – Sudbury/Manitoulin, 111, rue Elm, local 100

POUR POSER VOTRE CANDIDATURE: Veuillez remplir la trousse de candidature disponible à <http://sm.cmha.ca/get-involved/careers/> et la faire parvenir aux Ressources humaines.

Par courriel : recruitment@cmha-sm.on.ca

Par télécopieur : 705-675-7247

DATE LIMITE : Nous accepterons les candidatures jusqu'à midi **le vendredi 14 août 2020.**

DATE DES ENTREVUES : à confirmer



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- *L'Association canadienne pour la santé mentale – Sudbury/Manitoulin (ACSM – S/M) offre des avantages sociaux concurrentiels, y compris des congés annuels, une assurance-maladie complémentaire, une assurance-soins dentaires et un régime de pension par l'entremise du Healthcare of Ontario Pension Plan (HOOPP).*
- *L'ACSM – S/M est un employeur souscrivant au principe de l'égalité d'accès à l'emploi. Elle respecte la Loi sur l'accessibilité pour les personnes handicapées de l'Ontario et appuie les personnes handicapées avec des mesures d'adaptation. Veuillez nous indiquer si vous avez des exigences en matière d'accessibilité.*
- *L'ACSM – S/M est un milieu de travail syndiqué par l'entremise du Syndicat des employées et employés de la fonction publique de l'Ontario (SEFPO).*
- *Les renseignements personnels soumis ne serviront qu'à établir votre admissibilité à ce poste.*
- *Nous remercions tous les candidats pour leur intérêt. Toutefois, nous ne communiquerons qu'avec les personnes convoquées à une entrevue.*



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RECEPTIONIST

INCUMBENT: 0.5 FTE

PROGRAM: Administration

DATE APPROVED/REVISED: January 2020

REPORTS TO: Manager, Clinical Services

APPROVED BY: Director of Operations

HOURS: 35 hours/week

POSITION SUMMARY

Reporting to the Manager of Clinical Services, the Receptionist is responsible for greeting all individuals presenting to the agency, creating a welcoming and supportive environment in line with our culture, and directing individuals to the appropriate service. The Receptionist will also support the agency in various clerical/administrative duties wherever possible but in such a way that does not interfere with the above principal responsibility.

ESSENTIAL JOB RESPONSIBILITIES:

- **Receptionist/ Front desk**
 - Answer telephone calls, relay information or transfer calls to appropriate individuals. Check regularly for received faxes, and direct them to appropriate staff; send faxes as required.
 - Maintain all front area opening and closing procedures.
 - Greet visitors, answer questions and/or direct them to appropriate individuals or services. Maintain a clean, welcoming and supportive environment in the reception/waiting area. Ensure that all visitors sign in/out.
 - Assist with meeting room and equipment bookings.
 - Maintain awareness of community resources and provides information to the public.
 - Ensure front desk coverage and scheduling.
 - Provide orientation to front desk/reception for new staff, students and volunteers.
 - Inventory coffee supplies and office supply cabinet for agency; request supplies be ordered by Administrative Assistant and put away supplies.
 - Explain intake procedures, in person and on the phone, to individuals and service providers wishing to access services.
 - Photocopy and scan documents for individuals and staff as required, including the Housing List and ensure copies are available in the waiting room.
 - Ensure schedule of upcoming workshops, groups, meetings and room bookings in order to properly direct visitors and participants to appropriate room or facilitator.
 - Receive mail; open, date stamp and direct to appropriate staff.
 - Receive "Call in Sick" messages and send out daily mail regarding same.
 - Maintain, update and post of Disruption of Service Notices.



- **Other**
 - Input data as required.
 - Provide support to maintaining the client file room and filing system.
 - Maintain agency poster boards, adding new and removing expired posters.
 - Assist with fundraising (selling of tickets) as needed.
 - Assist with rent collections and receipts as needed.
 - Ensure daily posting of agency mail.
 - Maintain the information email (info@), directing inquiries to appropriate staff.
 - Provide support to various staff members as required, in such a way that does not interfere with the principal responsibility of the position

- **Quality**
 - Maintain quality-assurance activities by reviewing and evaluating support activities

- **Qualifications**
 - Education requirements: Diploma or Degree related to office administration
 - Language requirements: Fluency in English and French is essential.
 - Minimum of 1 year experience in a related administrative position.
 - Proficiency with Microsoft Office Suite required. Advanced proficiency with Microsoft, Excel preferred.

JOB SPECIFIC COMPETENCIES:

The following competencies are required for this position:

Planning, Organizing and Coordinating	Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources. Develop plans considering the agency's objectives, responsibilities, timelines and resources. Keeps appropriate people informed of task/projects.
Teamwork and Collaboration	Participates willingly and supports team decisions. As a member of a team, keeps other team members informed and up to date on group progress, individual actions or influencing events, shares all relevant or useful information.
Integrity	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self-accountable for professional behaviour. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
Client Service Orientation	Follows through on client inquiries, requests and complaints and is responsive to public interests and concerns.
Listening, Understanding and Responding	Demonstrates openness and receptivity to new information. Is willing to listen when approached by others. Picks up on non-verbal cues to others' feelings and emotions. Is aware of own feelings, reactions and messages.
Functional Skills	Ability to provide strong support and leadership skills, excellent multi-tasking and time management skills, exceptional communication and quality improvement skills.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization