



JOB DESCRIPTION

Job Title	Receptionist/Administrative Assistant/Data Management
Reports To	Manager, Clinical Services
Program	Administration
Location	Head Office – 636 Kennedy Road
Bargaining Unit	Yes

Job Purpose

This position is the public-facing, first point of contact for clients entering our Head Office and is responsible for delivering exceptional client service assistance. This position leads the smooth operation of the counselling reception area; greeting and assisting clients, responding to enquiries, maintaining a clean, welcoming, friendly environment, managing mailing and courier services, copying machines and all other technology, entering and updating data into the EHR as required, opening and closing the office at 636 Kennedy. This position works with a team to provide administrative support to Managers and Directors at YouthLink’s head office.

This position supports and maintains all of YouthLink’s values, including a commitment to continually improving and embedding Equity, Diversity and Inclusion in everything we do.

Duties & Responsibilities

Maintaining Welcoming, Efficient Reception: Coordinates and manages the operation of the reception area, the pre-screening and greeting of all scheduled visitors and clients, COVID screening and contact tracing, tracking and booking session rooms for clinicians, checking in on waiting clients to ensure their comfort, answering incoming calls and questions, scheduling and rescheduling clients, transferring calls to appropriate staff, distribution of TTC tickets, ordering taxis, mail, courier services, escorting and monitoring visitors and clients, managing client flow and waiting area, and opening and closing of the office.

Ensures Accurate Data Entry: Accesses the EHR system which houses sensitive and confidential client information with integrity, manages the address book, licenses, worker roles, enters demographics, submits tickets and follows till resolution, tracks WUWI data and is involved in the compilation of internal KPI’s.

Administrative Support to Senior Team: assists senior team in creating, maintaining or formatting lists, directories, documents. Arranging printing, ordering and distributing materials. Assists with preparing presentations for various groups, provides information for websites, reports, and special events. Assists in the preparations for AGM and supports other events as required.

Supply and Machine Maintenance: Operates and maintains fax, copier and postage machines. Keeps inventory, stocks and maintains company supplies: PPE, office, refreshments, bathroom and cleaning supplies.

Document and File Management: Supports organization's file maintenance, including maintaining electronic document filing and physical records, including preparing files for off-site storage and ensuring proper disposal.

Supports Organization's Strategy: Actively contributes to the Agency's Strategic Plan by participating in initiatives and committees to support the overall plan. This includes continual learning and growth in Equity, Diversity and Inclusion.

This position is also expected to take all reasonable and necessary precautions to protect their health and safety and that of co-workers by complying and demonstrating knowledge of the policies, procedures and safe practices.

All other job duties as required.

Qualifications

Education:

- College Diploma/Degree in Office Administration, Business Administration, Communications or Marketing.

Experience:

- 2 years' experience in an administrative role preferably in a non-profit/charitable organization where maintaining confidentiality was paramount.
- Demonstrated customer/client service skills.

Skills:

- Ability to work independently, with a demonstrated ability to take initiative.
- Demonstrated organizational skills and ability to juggle multiple tasks.
- Flexible person, team player with excellent interpersonal, organizational and time management skills with a proven ability to shift priorities, handle interruptions and meet deadlines.
- Strong written and verbal communication skills. Excellent telephone skills. Strong client-relations skills.
- Ability to communicate in both official languages and/or other languages is an asset.

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- Demonstrated commitment to reflection, growth and learning, in particular in the areas of Equity, Diversity and Inclusion.
- Demonstrated, intermediate-level proficiency in Microsoft Office products (Word, Outlook Express, Excel and PowerPoint), other applications, and internet required. Proficiency in Adobe, Photoshop, Illustrator, Microsoft Project Manager and Sharepoint an asset.
- Ability and discretion to deal tactfully with situations and clients who potentially may have challenging behavior.
- Ability to maintain confidentiality.
- Attention to detail and high level of accuracy, including data-entry accuracy.

Working Conditions

This position works 21 hours a week with irregular daytime and evening hours between Monday through Saturday to accommodate client traffic and front desk coverage. Schedule may change based on operational need.

This role can occasionally encounter clients who potentially may have challenging behaviours.

The position also has some exposure to hazardous chemicals when using machines and maintaining supplies.

Physical Requirements

The position requires some light lifting, such as file boxes, office and other supplies.

Direct Reports

Nil

Employee Name (please print)	
Employee Signature	
Date	