

TITLE: Receptionist

DEPARTMENT: Administration

REPORTING LINE: Building Manager

COMPENSATION: \$22.84/hour

HOURS: Monday – Friday, 40 hours/week

CLOSING DATE: Friday, September 22, 2023

All applicants are asked to submit their cover letter and resume to HR@ywcalethbridge.com

POSITION DESCRIPTION SUMMARY: The Receptionist is responsible for being the face of the YWCA Lethbridge and District. With the dynamic ability to professionally greet and support the public, participants and operations while championing the YWCA Lethbridge and Districts' values and mission.

DUTIES AND RESPONSIBILITIES:

- a) Provide administrative support as required.
- b) Provide quality customer service to both internal and external stakeholders
- c) Accept monetary and non-monetary donations on behalf of the association and record the related information in appropriate designated areas.
- d) Responsible for opening and closing the facility, with special care to ensure the facility is secure and operational each day.
- e) Greet participants, the public and stakeholders professionally, guiding them and providing direction as required.
- f) Exercise effective conflict management skills
- g) Operate the main phone line, computer, photocopier, debit machine and fax machine.
- h) Receive and distribute mail and coordinate outgoing mail
- i) Oversee the lobby and related areas to ensure the atmosphere remains professional and kept as a place of business.
- j) Support programs as required through effective coordination, communication and supportive efficiencies.
- k) Other duties as assigned.

QUALIFICATIONS:

- Minimum one-year experience in Office Administration or relative duties
- Clean criminal record and vulnerable sector check
- Valid CPR and First Aid certification, or ability to obtain.

KNOWLEDGE, SKILLS AND ATTRIBUTES

- Proficient in MS applications, including; Outlook, Teams, Word, Excel and PowerPoint.
- Excellent verbal communication and written correspondence skills
- Strong decision making, problem solving and time management skills