



Internal & External Posting

Receptionist, Administration

Permanent Relief Position: Hours Variable and Not Guaranteed

Position Expected Start Date: ASAP

Hourly Wage: \$19.98 per hour to \$23.96 per hour

Location: Lakeshore Site

Proof of Vulnerable Sector Check required prior to hiring

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

- The main responsibility of the Receptionist is to greet and direct those entering the building, as well as answering and directing telephone calls to LAMP.
- The Receptionist will have an excellent working knowledge of the programs and services provided by LAMP in order to appropriately direct visitors and callers.
- Other duties at the reception area including ordering of supplies, mail sorting, room bookings, maintaining information from various programs and data input.
- Will provide a welcoming environment to all they encounter in order that the organization is represented appropriately.
- The Receptionist will ensure that all organizational policies are followed.

Primary Responsibilities

- Safely open and close the facility, following appropriate guidelines.
- Depending on the shift, the Receptionist is responsible for unlocking doors and switching the telephones to receive calls, or locking and switching calls to message program.
- Greet all visitors in a friendly and professional manner and direct them to the appropriate destination or waiting area. Contact appropriate staff to inform them of the arrival of their guest/client.
- Answer incoming lines in a friendly and professional manner. Direct calls to the appropriate person/program within LAMP (e.g. clinical intake questions are forwarded to the Intake Officer, etc). Provide basic program details as required (i.e. program, special event or meeting times/location, etc.)
- Liaising with program staff on an as-needed basis for the purpose of receiving calls and taking messages (e.g. Primary Health Care (PHC) Medical Office Assistants (MOAs).

- Communicate with staff in a clear and precise manner (i.e. elevator outages, maintenance disruptions, deliveries, phone line disruptions, etc.) through email and telephone paging system.
- Handle all situations in a calm, professional manner. Use available assistance as appropriate (e.g. calling for back up, Manager to Reception, or Client Response Team members for situations that are escalating beyond your control and recording these instances.)
- Monitor and request supplies for infection control at reception including disinfectant wipes, hand sanitizer, masks and tissues. Ensure reception is kept clean and safe.
-
- Participate on the Client Response Committee or any other committee relating to client services.
- On occasion, cash for donations, memberships, etc. is received at reception. Contact Accounting Assistant to pick up cash and paperwork that is received.
- Maintain up to date information on program activities and special events, and share this information effectively with the rest of the Reception Team.
- Clean reception area, coffee area, door handles and handrails in the main floor reception area and entrances. Ensure that the main reception area is kept tidy.
- Sort incoming mail, date stamp mail/invoices upon arrival, sort mail into programs and deliver to the applicable mail slot in the mailroom.
- Respond to alarms in accessible washrooms by contacting appropriate persons in the area or directly responding to reception area washroom. Monitor Security Cameras to ensure properly working and report problems. Receptionist is responsible for locking/unlocking accessible entrance and reporting any problems with the entrance.
- Work with other Receptionists and members of the Administration Team in order to ensure effective, up to date information is communicated.
- Complete other administrative tasks that may be assigned.
- Present themselves in a professional appearance.
- Demonstrate an effective understanding of the application of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice
- Develop an understanding of our client base and treat all clients/visitors/staff/volunteers with respect and dignity.
- Perform other duties as required.

Required Qualifications

- Secondary School Diploma or equivalency with one to three years reception experience is required.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Effective multi-tasking skills with excellent attention to detail for accuracy and thoroughness.
- Enjoys a fast paced working environment and has the ability to balance demands and priorities of the workload, manage time effectively, and operate within the time frame of expectations.
- Ability and willingness to align oneself with the needs, values, vision and goals of the organization.

- An outgoing, warm and welcoming personality, with a strong sense of empathy and calm demeanour. The person is committed to high levels of quality service provision through accurate, friendly and excellent client relations.
- Confident and professional approach to all individuals with the ability to demonstrate flexibility and remain calm under stress.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, its catchment areas, operating sites, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Advanced skills and experience using Microsoft applications (Word, Outlook, Excel).
- Experience entering information in a database application with proven proficiency and accuracy, familiarity with electronic medical records
- Strong skills and ability to easily navigate the internet/intranet environment.
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- This position's shift times are within the following hours. This may be subject to change with reasonable notice:
Monday to Thursday between: 8:00 am - 8:00 pm
Friday between: 8:00 am - 5:00 pm
- Capacity for compassion in engaging with complex clients who have many unmet needs. Must also be able to display great understanding and patience when working with all clients, including those who may present challenges.
- At times will need to deescalate conflict and work with clients experiencing distress.
- Ability to stay focused with frequent interruptions.
- There is also an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice.

Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures full compliance with LAMP's Health & Safety regulations and LAMP's policies and procedures.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Receptionist, Administration
Internal Deadline	5:00 pm on Wednesday, March 6, 2024
External Deadline	5:00 pm on Wednesday, March 13, 2024

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.
No phone calls please.***