

# Internal / External Posting



## Receptionist, Administration

**Permanent Full-Time Positions: 35 hours per week**

**(some evening and weekend work required)**

**Expected Start Date: March 2026**

**Salary Range: \$38,592 to \$46,265 per year (\$21.20 - \$25.42 per hour)**

*This is an existing opening. No Artificial Intelligence tools will be used to screen, assess or select candidates*

### Organization Background

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.

Our organization is grounded in principles of health equity, and we are committed to delivering services and programs through an anti-racism, anti-oppression lens. We strive to create a healthier community by putting people first and addressing systemic barriers to care.

### Job Summary

At the heart of our work is an interdisciplinary approach that delivers holistic, community-based care – with a strong focus on individuals who experience barriers to accessing health services. Our team is deeply committed to inclusivity and works within the social determinants of health framework, emphasizing prevention, health promotion, and client education.

The Receptionist is responsible for providing professional, welcoming, and consistent front-desk services during extended operating hours. This role ensures safe opening and closing of the facility, accurate and timely handling of clients, visitors and calls, and high-quality client service aligned with LAMP's guiding fundamentals.

In addition to core reception duties, the Receptionist provides structured administrative support during designated overlap periods, contributing to efficient clinic flow and operational support across programs while maintaining clear front-desk accountability.

### Staffing Model and Coverage Expectations

- The reception function is staffed by two full-time Receptionists.
- Daily coverage is maintained across all operating hours. Shifts fall between 8 a.m.–8 p.m. Monday–Thursday, with Friday and Saturday rotations.
- Built-in overlap occurs during peak service times to ensure service continuity and allow for administrative support activities.
- During overlap periods, one Receptionist is designated as the Primary Front Desk Receptionist, while the other provides administrative and program support as assigned.
- During non-overlap periods, the Receptionist is solely responsible for front-desk operations.

### Primary Responsibilities

#### Front Desk and Client Services

- Safely open and close the facility in accordance with established procedures.
- Greet all visitors in a professional, respectful, and welcoming manner and direct them appropriately.
- Answer incoming calls, direct inquiries to the appropriate program or staff member, and provide accurate general information.

- Liaise with clinical and program staff (including MOAs and Intake staff) to support client flow and communication.
- Monitor reception and waiting areas areas to ensure safety, cleanliness, and readiness for client service.
- Respond calmly and professionally to challenging situations, using established escalation protocols and available supports (e.g. Client Response Team).
- Maintain client confidentiality in accordance with policies and processes.
- All other duties as assigned in line with this position

### **Communication and Coordination**

- Communicate operational updates (e.g. maintenance issues, service disruptions) clearly to staff using established systems.
- Work collaboratively with other Receptionists and members of the Administration Team to ensure consistent service delivery and information sharing.
- Participate in the Client Response Committee, as required.
- Facilitate internal communications by posting material on bulletin boards as requested and ensure that information on the Bulletin board is kept current.

### **Health, Safety, and Environment**

- Monitor and restock infection control supplies at reception.
- Maintain cleanliness of reception and common areas in line with health and safety expectations.
- Monitor security cameras, alarms, and accessible entrances and report issues promptly.
- Serve as the primary coordinator for fire safety by keeping the emergency binder and fire safety box in an accessible location, bringing the binder outside during an evacuation for roll call and directing emergency responders to information.
- Follow all organizational policies, procedures, and health and safety requirements.

### **Administrative and Program Support (during overlap periods)**

- Provide administrative support to programs and administrative units as assigned.
- Perform accurate data entry and updates as required.
- Coordinate room bookings in accordance with policy, including internal and approved external bookings.
- Handle mail, courier deliveries, scanning, faxing, and basic document coordination.
- Support membership processing, donations, and coordination with Accounting as required.
- Maintain up-to-date program and event information and ensure accurate sharing with staff and clients.

### **Required Qualifications**

- Secondary School Diploma or equivalency with one to three years reception experience is required.
- Demonstrated ability to work independently during solo coverage and collaboratively during overlap periods.
- Demonstrated experience working with vulnerable population and exposure to crisis situations, de-escalation, or similar environments is an added advantage
- Demonstrated experience in delivering exceptional customer service assistance and provide an overall welcoming environment with a high commitment to quality service through accurate, friendly and excellent client relations.
- 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.

- Familiarity working in a fast-paced working environment with 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.
- Confident and professional approach to all individuals with the ability to demonstrate flexibility and remain calm under stress.
- 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.
- Ability to work weekends as requested or needed.

### **What We Offer**

For qualifying full-time and part-time employees and pro-rated to full time equivalent:

#### **Comprehensive Health & Wellness Coverage**

- Extended health and dental: coverage for prescription drugs, vision, health practitioners and more
- Group life insurance
- Employee Assistance Program (EAP): free, confidential support
- Healthcare discounts via Altum Health for services like massage therapy and physiotherapy
- Free access to Calm (meditation, sleep stories, self-care tools) and employee engagement platform Motivosity
- 4 weeks of vacation to start plus paid sick days
- 11 paid statutory and organizational holidays
- Pension: membership in the **Healthcare of Ontario Pension Plan (HOOPP)**

#### **Growth, Purpose & Community Impact**

- Paid orientation, ongoing training, and professional development opportunities
- On-site and e-learning, plus access to course fee support
- Opportunities to serve diverse communities through inclusive, client-centered care
- Collaborative work environment focused on innovation and continuous improvement
- Active involvement in internal/external committees and community partnerships
- A workplace committed to equity, diversity, and removing barriers to accessibility

*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. Requests for accommodation due to disability can be made at any stage in the recruitment process.*

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

<b>Email Address</b>	<b>recruiting@lampchc.org</b>
<b>Subject</b>	<b>Job Opening for Receptionist</b>
<b>Internal Deadline</b>	<b>5:00 pm on Friday, January 30, 2026</b>
<b>External Deadline</b>	<b>5:00 pm on Friday, February 6, 2026</b>

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