



Ottawa Community Immigrant Services Organization
Organisme Communautaire des Services aux Immigrants d'Ottawa

INTERNAL OCISO JOB POSTING

Position: Receptionist – Main OCISO Office
Term: Part time, 14 h/week (Thursday & Friday), October 2018 - Indefinite
Reports to: Settlement & Integration Program Manager

ABOUT OCISO

OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

POSITION SUMMARY

The receptionist supports the activities of OCISO and performs duties related to office administration and reception of clients. As a source of support for the programs as a whole, the receptionist sits at the front desk at OCISO's main office and greets clients, answers the phone, notifies staff of clients' arrival, and acts as the first point of contact for newcomers.

POSITION FUNCTIONS:

- Greet and welcome clients in person or on the telephone courteously and professionally.
- Provide basic and accurate information based on clients needs in-person or via phone/email.
- Takes and delivers accurate phone messages, with call back numbers, area codes, and names legibly written, and promptly relays messages to the proper person.
- Inform appropriate staff of clients' arrival or appointment cancellations.
- Support the training and orientation activities of OCISO staff including, but not limited to, training in use of office equipment, orientation to common office forms, and orientation to the telecom system.
- Ensure that the front reception area and facilities are well maintained and community information/resources are readily available and well organized.
- Train and supervise volunteers on the main reception.
- Make announcements regarding any important information over the PA system.
- Perform other clerical duties including word processing and data entry, fax and mail.
- Maintaining clear lines of correspondence between employees and the public.

QUALIFICATIONS:

- Minimum 2 years' experience working in a receptionist position preferably in a not-for-profit setting.
- Experience working with newcomers to Canada and a strong understanding of factors supporting social and economic participation.
- Demonstrated exceptional customer service skills, sensitivity to the needs and issues of newcomer clients.
- Demonstrated computer software and troubleshooting skills, proficient in the use of the Microsoft Suite of applications, including Microsoft Word, Excel and PowerPoint.
- Highly organized and motivated, able to work in a fast-paced work setting and meet deadlines.
- Thorough knowledge of current and effective office procedures.
- Able to make informed critical decisions independently without supervision.
- Demonstrated professional written and oral communication skills.
- Fluency in English and French - essential; third language is a strong asset.

Application Deadline: October 11, 2018 by 5:00pm.

Application Process:

Please send a cover letter and a resume to Halimah Shaw, H.R. Administrator: hr@ociso.org

We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Aboriginal peoples, and persons with disabilities.

OCISO is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, OCISO will endeavor to provide accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Administrator upon scheduling your interview.