CENTRETOWN
Community Health Centre
CENTRE DE SANTÉ
Communautaire du Centre-ville

420, rue Cooper Street Ottawa | ON K2P 2N6
613-233-4443
www.centretownchc.org

INTERNAL / EXTERNAL JOB POSTING

Job Title:	Bilingual General Receptionist (GR) - Corporate Services
Status:	Permanent Position – 5 days/week (Full-time) Vacant Position
Pay Scale	$43,358 -$45,425/ Annually
Pension and Benefits:	Excellent benefits package including Healthcare of Ontario Pension Plan (HOOPP)
Start Date:	As soon as possible

Centretown Community Health Centre (CCHC) is actively looking for Bilingual General Receptionists.

Centretown Community Health Centre is committed to decreasing barriers to health and social services for marginalized communities and holds health equity and inclusion as core values. CCHC pays particular attention to equity-deserving groups including the senior population, the LGBT2SQ+ community, those affected by mental illness and addictions, those experiencing homelessness, and newcomers to Canada. CCHC plays a leadership role in LGBT2SQ+ and trans health services in the Ottawa area, and has a history of providing advocacy, capacity raising and service delivery to the populations served.

The General Receptionist is the first point of contact for the Centre. They answer and direct phone calls, greet clients and visitors and provide support to Centretown Community Health Centre's (CCHC) staff, volunteers and clients through effective engagement. They direct clients accessing services at the Centre and in the local community as appropriate.

Requirements:
Essential

- High school diploma or equivalent.
- Minimum 2 years' experience as a receptionist of large multi-disciplinary staff.
- Experience working in a diverse environment.
- Experience in person centred approach.
- Experience working with a community-based health/social service agency.
- Excellent interpersonal skills including the capacity to establish relationships, and manage challenging situations.
- Demonstrated knowledge of client service principles and practices.
- Demonstrated capacity to welcome and serve individuals from diverse backgrounds including but not limited to LGB2TQ community, those affected by mental illness and addictions, those experiencing homelessness, and newcomers to Canada.
- Demonstrates flexibility, good judgement and initiative.
- Excellent verbal and written communication skills.
- Excellent telephone skills and experience with managing high volume of calls.
- Excellent organizational skills.

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- Proficient with Windows-based computer systems, in particular, email and MS Word and data entry software.

Desirable
- Knowledge of nonviolent intervention techniques is highly desirable.

Language Designation
English, written and spoken
French, spoken

How to "express an interest" for this opportunity:

Submit your letter of interest along with your resume on or before **December 1, 2025** by 11:59pm to jobs@centretownchc.org.

Please note the following:
- The subject line of your email should read "Bilingual General Receptionist"
- The file name for your resume should read:" (last name)_(first name)_ Resume
- The file name for your cover letter should read: " (last name)_(first name)_ Cover Letter

We thank all applicants for their interest. Only applicants invited to an interview will be contacted.

Candidates with a disability requiring accommodation during the application and/or the interview process should contact us at jobs@centretownchc.org so arrangements can be made. CCHC is an equal opportunity employer and values diversity in its workforce and as such all applicants are welcome.

Centretown CHC has a mandatory COVID-19 vaccination policy, as such applicants must be fully vaccinated against Covid-19 and provide proof of vaccinations to be considered for employment. Reasonable accommodation will be considered for persons with medical exemption or other exemptions under the Ontario Human Rights Code.