



CRCBV-LCRC JOB POSTING

Job Title: Bilingual Secretary-Receptionist

Status: Permanent position
28 hours a week
\$20.47 to \$24.57 / hour (16 vacation days)
This position includes enrollment in a medical and dental insurance plan
The work schedule for this position includes one night a week and one weekend a month

Job summary

The Lowertown Community Resource Center, a non-profit organization providing social and community services to residents of the Lowertown, is looking for a Receptionist.

Under the supervision of the Manager of Finance and Administration, the incumbent is responsible for providing reception service and support to Center employees.

Job Specific Responsibilities

- Responsible for the opening and closing of the Centre;
- Respond to inquiries made by phone, in person or by email. Transfer requests to the appropriate resource person;
- Know the schedules of employees in order to properly inform customers and / or team members;
- Make sure:
 - that the waiting room is clean and tidy
 - that the information on the bulletin boards is relevant and up to date
 - to supervise the computer corner in the reception area
- Receive and route mail and faxes. Post mail daily;
- Manage the meeting room reservation calendar;
- Design and layout various documents;
- Create flyers and posters;
- Make photocopies and send faxes;
- Order office supplies;
- Provide assistance to the Centre team;
- Provide assistance to the Executive Director and Program Managers;
- Provide support with the Centre's annual fundraising campaign: updating the list of donors, preparing the shipment, receiving donations, preparing, and sending charitable tax receipts;
- Support the Centre's programs.



Team Work and Collaboration

- Understand the values, principles, and goals of the LCRC and put them into practice at work;
- Work in a manner that protects client confidentiality and aims to minimize client risk, while respecting the Centre's privacy and confidentiality policies;
- Work in a way that integrates health promotion and recognizes the determinants of health and well-being;
- Integration and strengthening of interdisciplinary and collaborative teamwork.
- Respect and value the diversity of communities and individuals;
- Contribute to the activities of the Center to collect, analyze, and report relevant data and information;
- Support student and volunteer internship programs;
- Promote awareness and participation in the Centre's activities;
- Contribute to the work of the Centre by participating in meetings, committees, staff retreats and the Annual General Meeting;
- Ability to work flexible hours, during regular and extended business hours in locations identified by the Centre;
- Contribute to the hiring, orientation, and training practices of Center staff;
- Participate in the Centre's efforts to enrich its capacity through staff development;
- Follow the Centre's health and safety policies and procedures;
- Participate in the evaluation component of the relevant program;
- Maintains effective communication between internal and external stakeholders;
- Participate in personal development training depending on the position.

Position Requirement

1. Education

- College diploma in secretarial and / or administration or relevant experience.

2. Experience and Skills

- Two to five years of experience in a non-profit organization is an asset;
- Ability to prioritize and manage multiple tasks and deadlines;
- Strong problem-solving ability and initiative;
- Ability to display non-judgment, compassion, and calm;
- Knowledge and understanding of ethnocultural needs and experience working with ethnocultural communities (especially in Africa and countries in the Middle East);
- Knowledge of social and health services and community resources;
- Motivated team player with good interpersonal skills and the ability to handle multiple tasks and responsibilities;
- Proficiency in the MS Office suite (Outlook, Word, Excel) and ease with computers.

3. Linguistic Requirements

- **Fluency in French and English is essential. Candidates will be assessed on their ability in both official languages before being invited to an interview.** Fluency in non-official languages identified in the demographic composition of the neighborhood (Spanish, Somali, Arabic, Lingala, Kirundi, Swahili) etc.) is an asset.



4. Personal Suitability and Other Requirements

- Strong communication and organizational skills;
- Ability to deal with complex and emotional behaviors;
- A valid criminal background check certificate for working with the vulnerable sector;
- May be called upon to work evenings and weekends;
- First aid / CPR DEA certification.

How to apply for this position:

Please submit your resume and cover letter by **12pm, Friday, April 30th, 2021** to:

**Attention: Selection Committee
Secretary-Receptionist Position
Lowertown Community Resource Centre
40 Cobourg Street, Ottawa, ON K1N 8Z6
E-mail at: mcgauthier@crcbv.ca
Or by fax: (613) 789-3443**

We invite you to consult our website (www.crcbv.ca) for more information

The Lowertown CRC respects the employment equity and diversity principles and encourages all qualified candidates to apply

The language of the internal operations of the LCRC is French

We thank all those who apply. Only those selected for an interview will be contacted