

Position Description

Position	Department
Part-Time Receptionist	
Incumbent	Location
	Ministry Centre, Mississauga
Reports to	Date of last Revision
Office Manager	November 2018
Peers	Subordinates
Administrative Assistants	none

Position Overview

The Part-Time Receptionist is located in the National Ministry Centre and serves as both front desk and reception as well as providing cross functional administrative support for all Ministry Centre personnel. In addition to switchboard and reception, this position coordinates all mail and courier activities, both incoming and outgoing, for the office and provides a full range of administrative services as required. The incumbent utilizes excellent interpersonal skills and efficient organizational abilities in the completion of all initiatives and is fluent in English.

Minimum Education and Job Related Experience requirements

To be considered for this position, an applicant must have a high school diploma and should have upgraded skills with additional work-related courses. The candidate must have at least one year of experience in a position of similar scope and responsibilities. Competent computer skills in Microsoft Office Suite are required.

Responsibilities and Activities

The prioritized responsibilities and strategic activities for this position are listed below:

Major Category	Prioritized Responsibilities	Strategic Activities
Reception and Mail	<ul style="list-style-type: none"> • Greet and welcome guests as soon as they arrive at the office • answers and fields incoming calls (responds to routine requests, ie. Accessing the directory, Refugee claims, LSP forms) • Receive, sort and distribute daily mail/deliveries • seals and posts outgoing mail • coordinates mass mailings • maintains postage meter balance and requests cheque for postage when necessary • administers the overall telephone system • Update calendars and schedule meetings • receives and dispatches all courier packages 	<ul style="list-style-type: none"> • uses a warm, pleasant, clear voice • keeps abreast of broad organizational functions and how calls should be directed
MEGaP Support	<ul style="list-style-type: none"> • makes photocopies • organizes Special Scholarship applications for Committee review • handles Foundational Courses registration 	

Major Category	Prioritized Responsibilities	Strategic Activities
Communications/ General Conference	<ul style="list-style-type: none"> • Helps in the collection of Annual Reports • Keeps congregation list up to date on website • Maintains General Conference website as needed • manages and updates delegates list • assists the Office Manager as needed 	
Office Administration	<ul style="list-style-type: none"> • orders and stocks office supplies • acts as office equipment liaison • sends flowers to members of conference who have passed away 	<ul style="list-style-type: none"> • monitors use of stock and anticipate needs
Hospitality	<ul style="list-style-type: none"> • helps with hospitality • waters plants are required 	
Cross Functional Team Support	<ul style="list-style-type: none"> • provides support as needed 	

Core Competencies

The operationalized core competencies which the incumbent must possess in order to be effective in this position are listed below:

Core Competency	Operationalized Competency "What does this look like on the job?"
Coping	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, personal rejection, hostility or time demands.
Customer Orientation	Keeping focused on the customer when making decisions and taking actions.
Interaction	Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
Organization and Planning	Able to organize or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.

Other Items:

- must be fluent in English
- must have demonstrated office organization abilities
- must possess at least an intermediate computer competency including some trouble shooting skills