

POSITION SUMMARY

Reporting to Human Resources, the Receptionist is responsible for ensuring smooth and effective operations of the front office of the Administration building at Meridian Housing Foundation. This position provides a high standard of service to visitors, residents, MHF staff and other vendors and contractors, as well as assisting prospective and new clients with their questions about MHF's services. The Receptionist also coordinates rental spaces and provides administrative assistance to the administration team.

DUTIES AND RESPONSIBILITIES

Specific duties and responsibilities of this position shall include but not be limited to the following:

Reception

- Maintains the front desk and reception area in an organized and professional manner, plans/coordinates seasonal-appropriate decorating
- Ensures reception is opened/closed appropriately, ensures security requirements are set each night and holidays
- Sorts and delivers incoming mail, cheques and courier packages, posts outgoing mail
- Receives and routes calls, provides directory assistance and directs inquiries to proper departments or individuals
- Attends to all (potential) resident inquiries; whether by phone or walk-in, in a timely and professional manner
- Assists in handling inquiries from residents, guests and public regarding housing and rent supplement information, and proactively participates in training to ensure accuracy of information
- Manages office phone system, after-hours messages, mobile phones and other devices issued to employees
- Manages cell phone plan with support from the Accounting Technician
- Point of contact for issues with copy machine and other office equipment
- Point of contact for IT concerns at the Administration Office
- Ensures literature is current and sufficiently available (government programs and information packets, MHF brochures and applications etc) at the Administration office and the lodge
- Manage the rental of the boardroom and the Hendrickson Room at Folkstone Manor

Administrative Assistance

- Provides administrative support to administration staff
- Coordinates and schedules meetings and office functions
- Assists with planning MHF events in collaboration with the Executive Assistant
- Handles various administrative tasks, including but not limited to preparing letters, calendar management, meeting and travel coordination, various office duties, etc.
- Maintains filing system and ensures consistency of forms
- Assists other departments as needed

Communications (Corporate Image)

- Supports the development and maintains MHF publications such as housing handbooks, informational flyers and pamphlets
- Creates and distributes monthly employee newsletter
- Updates directory listings including ASCHA, 211 and others
- Maintains positivity board

Other Duties

- Proactively cross-train for the basic duties of the Executive Assistant as back up
- Monitor the office supplies and kitchen supplies inventory, orders office and kitchen supplies and other small purchases for the office and helps other departments with purchasing duties as needed
- Ensure the kitchen and boardroom have supplies and monitor for tidiness
- Participates in various internal committees, meetings and initiatives
- Maintains professional appearance, attitude and confidentiality at all times
- Performs other relevant duties as assigned

Safety Responsibilities

- Keeps self and others healthy and safe according to the AB Occupational Health & Safety Act, Regulation and Code
- Supports the Workplace Health and Safety Management System
- Ensures compliance to health and safety by being compliant to policies, goals, standards, practices, procedures, rules and legislation
- Proactively completes all required safety related training

DRESS CODE

- Business casual attire

ABILITIES, SKILLS AND EXPERIENCE

- Strong written and verbal communication skills: able to explain and write instructions clearly and effectively
- Strong computer skills: MS Office (including Outlook, Word, Excel, PowerPoint), Internet/email skills
- Prior experience taking minutes and have a minimum typing speed of 50 wpm
- Highly developed interpersonal skills and strong customer service orientation
- Ability to constantly improve and learn
- Ability to work independently or on a team
- Ability to support high level management demands and with a strong attention to detail
- Deadline and detail-oriented and maintain productivity despite distractions
- Exceptional time management, organization and prioritization skills
- Adept at multitasking and balancing a varying workload with competing priorities
- Knowledgeable in general office procedures and practices
- Ability to work with and maintain confidentiality with sensitive information
- Desire to work with seniors

QUALIFICATIONS

- Diploma or equivalent in Business Administration or Office Management, or
- A minimum of two years' relevant experience working in an administrative and/or receptionist role
- A clear Police Information check