

# Lodge Receptionist

Job ID.

**6.03**

Dept. ID.  
6.00

Dept.  
Operations

Reports to  
Lodge Manager

Job Classification  
Regular Full Time

## POSITION SUMMARY

Reporting to the Lodge Manager, the Receptionist is responsible for ensuring smooth and effective operations of the front office of the lodge (Whispering Waters Manor and Forest Ridge Place). This position provides a high standard of service to visitors, residents, MHF staff, vendors, and contractors, and provides administrative assistance to the Lodge 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
- Receives and routes calls, provides directory assistance and directs inquiries to proper departments or individuals
- Provides assistance to residents and visitors
- Receives requests for maintenance work orders from residents and staff and communicates with the Maintenance Department and Lodge Manager
- Attends to all inquiries in a timely and professional manner, and proactively participates in training to ensure accuracy of information
- Sorts and delivers incoming mail, courier packages, posts outgoing mail
- Oversees the day to day maintenance of lodge phone system
- Manages the nurse call system including pagers and resident pendants (including battery maintenance on pendants)
- Point of contact for issues with copy machine and other office equipment
- Monitors literature rack and notifies the Admin Receptionist when there is low inventory or requests

### RESIDENT SERVICES

- Receives requests for guest meals, collects payment, and notifies the Dietary Department
- Communicates all resident issues and concerns to the Lodge Manager

### ADMINISTRATIVE ASSISTANCE

- Provides administrative support to the Lodge Manager and lodge staff
- Supports Lodge Manager with staff scheduling

- Manages the lodge communication book to keep it in good condition and ensures original forms and sufficient copies of related documents are available as required
- Receives paperwork for new residents moving in and updated lists from the Housing Administrator to be distributed as required
- Supports the Lodge Manager and Activities Coordinator with the resident newsletter
- Supports the Lodge Manager and other staff with communications
- Maintains the positivity board
- 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
- Supports organizational standards for document control
- Assists other departments as needed
- Assists with outbreak response following MHF guidelines and protocols

#### **OTHER DUTIES**

- 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
- Must demonstrate strong computer skills: MS Office (including Outlook, Word, Excel, PowerPoint), Internet/email skills
- Highly developed interpersonal skills and strong customer service orientation
- Ability to constantly improve and learn

- Ability to work independently in a team environment
- 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 related field
- A minimum of two years' relevant experience working in an administrative and/or receptionist role
- Yardi experience is an asset
- A clear Police Information check