#### EXTERNAL POSTING

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness.

**CMHA currently has two (2) vacancies for the following position:**

**Receptionist**

**Permanent Full-Time**

### Type of Position: Permanent Full-Time

**Hours of Work:** 35 hours per week, Monday to Friday 8:30-4:30

**Pay Rate:** $19.79 to $20.56 per hour

**Position Summary:**

Responsible for the day-to-day operation of the telephone and voicemail system along with the reception of visitors and or callers to the branch office. Light clerical duties will accompany the role of receptionist.

**Responsibilities and Duties:**

* Responsible for the managing of the voicemail system.
* Responsible for forwarding information and referral inquiries.
* Responsible for the reception of visitors and calls.
* Responsible for the co-ordination of mail distribution, internally and externally.
* Assisting with agency related mailings as they occur.
* Other light clerical tasks as they occur.

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Receptionist

September 2018

**Job Specifications:**

**ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:** High School Diploma

**Experience:** A minimum of two (2) years’ experience in reception and administrative support.

**Language:** Bilingual (French/English) essential. Language testing is part of the selection process.

**Application Deadline:**

Please submit a résumé to **Lisa McCullough at** [**lmccullough@cmhaottawa.ca**](mailto:lmccullough@cmhaottawa.ca)**.**

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

**Job Description**

**Position: Receptionist**

**Overall Responsibilities**:

Responsible for the day-to-day operation of the telephone and voicemail system along with the reception of visitors and or callers to the branch office. Light clerical duties will accompany the role of receptionist.

**Specific Tasks and Responsibilities**:

* Responsible for the managing of the voicemail system.
* Responsible for responding to information and referral inquiries, assessing and directing them appropriately.
* Responsible for the reception of visitors and calls
* Responsible for the co-ordination of mail distribution, internally and externally.
* Ensuring that staff submit weekly schedules on a regular and timely basis.
* Assisting with agency related mailings as they occur.
* Other light clerical tasks as they occur.

**Canadian Mental health Association, Ottawa-Carleton Branch**

**Receptionist Position Description**

**Title:** Receptionist

**Program**: Community Support Services

**Approve by:** Executive Director

**Approve on:** April 2000

**Reports to:** Office Manager

**Position Summary:**

Under the direction of the Office Manager, provides receptionist duties for the office during regular working hours.

**Responsibilities and Duties:**

1. Ensure first line of communication with CMHA staff and [programs by:
   1. Answering and screening incoming telephone calls and directing them to the appropriate staff or program.
   2. Answering TDD calls and directing them to appropriate staff
   3. Retrieving messages every morning from the general voicemail and directing them to the appropriate staff.
   4. Ensuring that appropriate taped CMHA messages are recorded and changed when needed.
   5. Answering general enquiries related to Branch activities and information about available community services.
   6. Answering requests relating to self-help groups and relaying information to groups contact people, (NAMI, DMD, etc.)
   7. Ensuring that information and referral calls are transferred to appropriate staff.
   8. Communicating with staff, backup staff or supervisor when a client is in crisis.
   9. Greeting and assisting visitors and clients in directing them to appropriate staff or room as well as getting refreshments (coffee, water) for them as needed.
   10. Calling taxis for visitors when needed.
2. Provides administrative support by:
   1. Receiving and signing deliveries
   2. Opening and stamping all arriving mail and depositing to staff mailboxes daily.
   3. Preparing packages for courier pick-up and calling courier service.
   4. Preparing and packaging oversized mail and posting.
   5. Registering participants and keeping an updated file (including the name, address, tel. #, payment or subsidy for CMHA training, conferences, consultation.
   6. Assisting in the preparation of material for training, typing of materials and large mailings when needed.
   7. Assisting in other light clerical duties as need.

**Job Specifications:**

**Education:** High School Diploma and/or a College Diploma in administrative support or equivalent business experience.

**Experience:** A minimum of two years’ experience in reception and administrative support.

**Skill/knowledge:** - Bilingualism in English and French essential.

- Knowledge of social services and mental health resources an asset.

- Working computer knowledge such as Microsoft Work, WordPerfect.

- Exhibiting exceptional interpersonal skills reflecting a pleasant and helpful manner at all times.

**Ability:** -Ability to work within a team.

- Ability to work with a high volume of telephone and in person contacts.

- Ability to seek assistance in times of crises on the phone or in person contact.

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| **DISCLAIMER**  This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required |

Approved by the Executive Director:

Date: