



Job Description Reception Assistant/Human Resources

REPORTS TO: HR Manager

Position Summary:

As Office Receptionist, you are SMUN's first point of contact for the community, participants and partners including but not limited to employees and donors. This role is to create a welcoming environment for the agency, and you are expected to support SMUN programs' objectives and operational effectiveness.

The job description outlined below is intended to be a guideline for the many tasks that this position entails and may be reasonably modified as program needs change.

This position is funded through the Government of Canada Summer jobs program to be eligible to apply you must be between the ages of 15-30.

This position is a fixed term contract of **16 weeks**. Position will start **May** 2024. Hours of operation are **Monday through Friday 8:30 am – 4:00 pm** with an expected 35 hours of work per week, days of work may vary due to the nature of the position. Rate of pay is **\$18.00** per hour.

As part of the team you will help SMUN meet its program objectives. This position has a variety of responsibilities.

Responsibilities:

- In charge of maintaining the company phone systems (answering main telephone lines, recording messages and delivering to the appropriate parties, updating and upkeeping phone extensions and creating a directory of relevant partners' phone email and fax contacts
- Attending to incoming and outgoing communications, telephone, post mail, email, faxes and any other incoming agency correspondence and responsible to disperse as deemed necessary
- Maintain specific agency email accounts, re-directing and responding to queries in a timely manner
- Administrative support to the Management team as required; setting up meetings, setting up agendas and taking meeting minutes, etc
- Responsible for filing corporate records, employee files and participant files as directed by Office & HR Manager
- Collect and organize inventory of office supplies
- Maintaining a high degree of discretion and confidentiality
- Work collaboratively with management, staff, volunteers, students, community partners and consultants
- Other duties as assigned.

Qualifications:

- Able to work in a busy and fast paced environment
- Some evening or special event hours may be required
- Excellent interpersonal skills
- Ability to work with individuals living with disabilities, addictions and compromised mental health
- Experience working in a team environment with proven leadership skills
- Demonstrated ability to work independently and with groups
- Demonstrated good organizational and record keeping skills
- Demonstrated good communication skills

- Ability to repeatedly lift 50 pounds
- Self-motivated, cooperative and flexible

Requirements:

- Education in the field of reception, office management or human resources an asset
- Education in or volunteering in a front-line capacity in a community setting
- Education in working with persons facing barriers especially as related to mental health, substance use, and trauma
- Experience in employment services an asset but not required
- Excellent literacy in Microsoft Office Suite (Word, Excel, Outlook)
- Strong written, interpersonal, and oral communication skills in English
- Demonstrated skills in problem solving and decision making under pressure
- Ability to work as a team and on your own with little supervision
- Satisfactory clearance under the Vulnerable Sector Police Check Program
- Must be qualified to legally work in Canada
- Must be between the ages of 15-30

How to Apply:

Applicants are invited to email a cover letter and resume with the subject line “**Reception Assistant/Human Resources**” to hr@startmeupniagara.ca

SMUN is an equal opportunity Employer. In compliance with AODA, this job posting is available in alternate format upon request. To request disability accommodation, please contact Start Me Up Niagara via telephone at 905 984 5310 ext 107.

*We thank all candidates for their interest in advance.
Due to volume we will only be contacting those selected for an interview.*