

**JOB OPPORTUNITY
RECEPTION AND ADMIN SUPPORT, BROCKVILLE, FULL-TIME
COMPETITION #2024-41**

Salary Range: \$27.78/hour - \$29.48/hour
Location: Brockville
Job Type: Full-Time
Shifts: Monday to Friday, days
(compressed work week is not an option)
Reports to: Clinical Manager

Please submit a cover letter and resume referencing the competition # to:
CAREERS@LLGAMH.ca

The Reception and Admin Support is the primary staff at the main reception desk for LLGAMH during the daily hours of operation, handling telephone calls, greeting clients and visitors, serving agency staff and responding to general inquiries. This is a pivotal role acting as first contact for the agency, requiring a professional, courteous demeanor and the ability to handle multiple tasks both calmly and efficiently.

Primary Responsibilities and Duties:

- Receive, field and redirect incoming telephone calls to the appropriate agency and/or staff. Record and deliver messages appropriately.
- Greet walk-in clients/visitors for appointments and advise staff of their arrival. Redirect clients to appropriate agency or provide additional resources if required.
- Secure the reception area at close of business; ensure keys are in locked area. Tidy the reception area for the next business day.
- Provide new or walk-in clients with appropriate forms, assist as required and enter data appropriately on client management software system as needed.
- Book walk-in appointments, as required.
- Responsible for incoming and outgoing mail and couriers, including date stamping mail, sorting and distributing to staff, filing waybills etc.
- Check voicemail and record staff sick calls and/or float days taken, notifying appropriate managers and scheduling staff in case replacements must be secured.
- Photocopying, fax machine operation, distribution of faxes as required.
- Maintain brochure display/request refills as required.
- Contact clients of ill staff members (if requested) to notify them of appointment cancellation.
- Respect and maintain privacy and dignity of clients; ensure client confidentiality at all times.
- Book meeting rooms, providing access to locked rooms and verifying rooms are locked following use.
- Make appointment reminder telephone calls to clients if time permits.
- Maintain office supply levels, providing access to supplies as needed. Ensure invoices are

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matched with packing slips for accounts payable.

- Make client files as needed.
- Order books or other resources as needed.
- Maintain an Excel database of agency contacts for mail-outs and mass communication purposes.
- Receive and record rent payment from tenants. Issue receipts as required (back-up only).
- Respect and maintain privacy and dignity of clients; always ensure client confidentiality.
- Scan documents to client files.
- Cross-functional training in all administrative roles to provide coverage during absences.

Qualifications:

Education, Training and Experience:

- Diploma in Office Management or Administration is required.
- Experience working in mental health services preferred.

Skills and Abilities:

- Clear understanding about client confidentiality and PHIPA legislation required
- Advanced knowledge of office procedures, computer applications including MS Word, Outlook, Excel, PowerPoint, Adobe and Acrobat.
- Keyboarding skills of 50 wpm or higher.
- Excellent spelling, punctuation, and grammar skills required
- Must be able to calmly handle multiple interruptions/demands while working with deadlines.
- Demonstrated crisis intervention skills/experience and ability to respond to crisis situations as they arise.
- Have good understanding of community support programs and resources.
- Experience working with a multiple line telephone and voicemail system.
- Ability to learn new software quickly.
- Satisfactory Vulnerable Sector police records check required.
- A clear understanding of and ability to demonstrate professional ethics, boundaries, and judgement.
- Compliance with Policy AH-C5 COVID-19 Vaccination Policy.

ACCESSIBILITY

- LLGAMH is committed to providing diversity, equity, and accessible employment practices, in compliance with the Accessibility for Ontarians with Disabilities Act. If you have accommodation requests related to your employment, please contact Human Resources.

Posting Date: July 10, 2024

Closing Date: July 17, 2024

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