



♀ ST. JOHN'S WOMEN'S CENTRE
♀ MARGUERITE'S PLACE
♀ SAFE HARBOUR OUTREACH PROJECT

Receptionist

6-month contract, with possibility of renewal

This position is the main reception and first point of contact for the St. John's Status of Women/Women's Centre and Marguerite's Place. This is a public facing environment that includes interface with residents, the public and staff. The position provides a welcoming, safe and helpful environment to women attending the Women's Centre for programming, supports and services.

The Women's Centre (SJSWC) is dedicated to providing free accessible community-based programs delivered within a safe, non-judgmental, open, and caring environment. All of our programs and services are person-centred and for women and non-binary people in and around St. John's. The Women's Centre offers support and programs on many issues, including intimate partner violence, social isolation, mental health, marginalization, poverty, and trauma. We aim to provide opportunities for personal growth, empowerment, and social connection.

The SJSWC values the important perspectives that diversity brings, both in our organization and in our community; we are taking steps to ensure our hiring practices reflect that value. Our goal is to attract, develop, and retain skilled and strong volunteers and employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. In line with this, preference will be given to, and applications are encouraged from women (transgender and cisgender) and non-binary people who are: Indigenous, Black, and people of colour, people who are differently abled in both visible and/or invisible ways, people with experiences in substance use, the sex trade, and people with experience in the criminal justice system.

If you require any reasonable accommodation at any stage of the recruitment and selection process, please let us know and we will do our very best to meet your needs.

Major Responsibilities & Typical Duties

- Answer security doors and assist all visitors
- Answer phone and take accurate messages, complete with detailed caller information, date & signature
- Direct calls to the appropriate staff member(s) as required
- Maintain the reception@sjwomenscentre.ca email address and respond appropriately, including directing emails to other staff member(s) as required
- Provide individuals with information about our organization, programs & services
- Provide individuals with information about other services in the community
- Complete daily, weekly, and monthly statistical data collection when appropriate
- Provide logistical support and bookings for programs and meetings
- Assist with Right Here, Right Now Counselling program as first point of contact
- Train reception volunteers
- Provide safe drug use supplies

- Maintain an inventory of office and cleaning supplies as well as merchandise/swag;
- Use of organizational Point Of Sale system to sell merchandise
- Keep the reception area and resource room tidy and organized
- Assist with maintaining the building in good order
- Maintain statistics on services utilized and calls received at the Women's Centre
- Other general duties as required

Qualifications

Consideration will be given to different combinations of these skills and experiences:

Education

- Completion of office management training or at least 1 year of experience in reception or community services

Skills & Experience

- Excellent interpersonal skills
- Excellent oral communication skills
- Excellent computer skills
- Strong ability to prioritize work
- Strong organizational skills
- Ability to multitask in a high paced environment
- Experience in the community sector, including volunteer experience
- Experience in relationship building
- Demonstrated time management, communication (verbal and written), organizational and interpersonal skills required
- Demonstrated independence, critical thinking, and problem-solving skills
- Proficient in Google Workspace, including contacts, forms, and calendar preferred

Hours of Work

- General office hours Monday – Friday

Nature & Extent of Supervision

- This position reports to the Women's Centre Coordinator

Performance Review

- The probation period for this position is 3 months
- There is a performance review once per year

Hours of Work: 35 hours per week

Salary: \$20.00/hour.

The person employed in this position must be eligible to work in Canada and upon being offered the position must submit a certificate of conduct (police records check) – please note the certificate of conduct does not have to be clear and any existing records will be discussed confidentially.

Closing Date: 25 November 2022 – 4pm Newfoundland Time.

Please email a cover letter and resume to: hire@sjwomenscentre.ca

Note that applications without a cover letter will not be considered