



The Hospice of Windsor and Essex County Inc.

Position Profile

Position/Title: Receptionist

Status: Part Time

Reports To: Director of Finance and Corporate Services

Level:

Reporting Positions: Not Applicable

Job Summary:

Responsible for ensuring the prompt and efficient response to incoming telephone calls. Welcome people to the agency upon their arrival and direct them as required. Ensure that visitors are made comfortable if a wait is necessary. The receptionist is responsible to receive and process incoming and outgoing mail, order supplies as requested; ensure that faxes are distributed in timely manner. Provide for a measure of security for the building by having persons sign in book and locking entrance doors at 5PM.

Principal Duties and Responsibilities:

- Answer and forward telephone calls received at The Hospice of Windsor and Essex County Inc.
- Answer and forward telephone calls received for the Hospice- Erie Shores Residential Home
- Greet and welcome all visitors coming into the agency giving directions as appropriate.
- Maintain up-to-date information and phone number listings for other community agencies and refer phone calls as appropriate to these agencies.
- Responsible for incoming faxes, making certain they are kept confidential and are delivered to the proper person via personnel mailboxes.
- Process mail daily, both incoming and outgoing according to standard operating procedures; ensure adequate postage in meter for business purposes.
- Process requests for Purolator Services.
- Receive and sign for shipments as appropriate, direct to appropriate drop off location.
- Order office supplies, linens
- Maintain Petty Cash
- Other duties as assigned by the Director of Finance and Corporate Services

- Be knowledgeable about entire village and contacts for each area.

Accountabilities:

1. Accountable to the Director of Finance and Corporate Affairs.
2. Accountable for performing in adherence to the Hospice Mission, Vision and Values.
3. Accountable for adhering to the Hospice Policies, professional behavior and for ensuring review of such as required.
4. Accountable to maintain competence through continuing education.

Requirements:

– *Technical*

- Excellent knowledge and skill of telephone protocol
- Excellent oral and written communication skill
- Excellent organizational skills

– *Experience*

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– *Education*

- Secondary School Diploma/Business school
- This is a designated position under the French Language Services Act and in accordance with the Hospice French Language Services Plan, where bilingual English/French is encouraged