



POSITION TITLE: Centre Receptionist
LOCATION: Red Deer, Alberta

PROFILE

Reports to: Client Services Director (CSD), Office Administrator
Supervises: Volunteer(s)
Position Type: Permanent
FTE: 0.8
Remuneration: Grade 1

SUMMARY STATEMENT

The focus of this role is to administratively and practically support the Centre staff. This person interfaces directly with clients over the phone and in person, often as the first point of contact for clients to the Centre. The Centre Receptionist will have completed the CAPCC volunteer training and be equipped to meet with clients if necessary.

KEY RESPONSIBILITIES & EXPECTATIONS

I. SPIRITUAL LEADERSHIP

- Create a culture that reflects Jesus' core value of love
- Model loving one another, forgiving one another, bearing one another's burdens and regarding others more highly than yourself
- Extend grace and lead with humility
- Promote unity and a loving workplace community
- Be a role model as you spend time with God to nourish, strengthen and grow your relationship with Him
- Seek God's will through prayer both with and for residents, volunteers and staff
- Serve by empowering and supporting others
- Inspire others to move from where they are to where God wants them to be
- Explore and apply scripture as it relates to the CAPCC

II. ADMINISTRATION

- Answer phones
- Ensure Centre is ready for opening by 9:00am

- Manage messages for volunteers and staff
- Manage and maintain online booking calendar
- Schedule clients based on client calls
- Complete reminder calls daily
- Coordinate front desk reception, ensuring coverage during open hours and as needed
- Ensure accurate agency contact information in resource & referral binders
- Maintain and/or delegate general office organization and tidiness
- Maintain and/or delegate kitchen and area cleanliness, keeping it presentable for client visits
- Participate in management meetings as volunteer coverage allows
- Keep & maintain an inventory of office supplies, ordering supplies as needed
- Track budget for office/household supplies
- Keep and maintain an inventory of kitchen and bathroom supplies, purchasing supplies when needed
- Assist with projects and research as needed, including copying and printing
- Assist in creating a list of regular tasks for volunteers and delegate as needed (i.e. clothing boutique, filing, etc.)
- Data entry and filing as required
- Ensure closing procedures are completed (i.e. transferring of phones, lock drawers/files, etc.)
- Ensure the collection and distribution of daily mail is done in a timely fashion
- Overseeing facilities management and the duties therein
- Assist in the general maintenance and troubleshooting of office equipment, including the postage meter
- Complete administrative duties as assigned by Office Administrator

III. CLIENT SERVICES

- Together with the Client Services Director, ensure accurate and up-to-date referral resources are available
- Assist the Volunteer Coordinator in maintaining monthly volunteer scheduling, including but not limited to the helpline
- Train volunteers to answer the Centre phone appropriately, book appointments, and other front desk procedures where appropriate
- Ensure client resources are available and well-stocked: stock brochure rack, pregnancy tests & hospitality supplies, etc.

- Be available to assist clients when needed
- Ensure a hospitable and welcoming environment for clients and volunteers

IV. PUBLIC RELATIONS

- Ensure notes of appreciation are written and mailed to material items donors
- Assist with fundraising events as needed
- Assist in promoting the Centre with a focus on attracting potential volunteers
- Collect and organize material for the SIP, collaborate, write and distribute

V. OTHER

- Maintain an orderly and clean office, ensuring a professional environment is maintained at all times.
- Other duties as required.

Qualifications

- A committed Christian who demonstrates a vital walk with Jesus Christ as Savior and Lord
- Committed to equipping women to make educated choices that are best for them and non-judgmental support regardless of their choice
- Agreement with and willingness to uphold the Centre's Statement of Faith, Statement of Principle, Code of Conduct, and Policies and Procedures
- A Certificate or Diploma in Office Administration, Business Administration or equivalent is preferred
- A minimum of two years experience in an office setting
- Ability to multi-task and manage competing deadlines
- Excellent written and oral communication skills
- A self-motivated and independent worker who is also capable of working in a team
- Familiarity with the unique environments and challenges of not-for-profit organizations
- Knowledge of community resources and networking capabilities
- Proficiency in Microsoft Office, Google Docs and email, presentation software, etc.
- CAPCC training/Current CAPCC service/Willingness to receive CAPCC training
- Committed to confidentiality
- Must provide a clean criminal record check and child intervention check