



Job Title: Receptionist/Administrative Support

Program: Community Access Services (CAS)

Reports to: Team Lead, CAS

Responsibilities

- Manage incoming phone calls through the main switchboard including paging staff, transferring calls, and delegating incoming referrals through the phone system to the appropriate intake staff
- Greet all incoming clients and visitors to the building, assess their immediate needs and ensure required sign in and out
- Operate paging system in the building such as emergency notifications, fire evacuations, weather watch and lunch calls
- Monitor the flow of incoming and outgoing cheques by keeping accurate records, obtaining signatures and ensuring safe storage
- Filter CMHA Durham's general email account and distribute general emails to appropriate recipients
- Process all incoming and outgoing mail and courier deliveries
- Provide support and assistance to emergency situations (i.e. fire evacuations) as needed
- Ensure reception area is unlocked and prepared prior to start of business hours
- Prepare and distribute meeting minutes for Community Access Services meetings
- Maintain the Community Access Services drive
- Assist Community Access Services staff during client crisis situations (calling '911', notifying other staff, and documenting follow-up taken)
- Assist Corporate Services by providing after hours reception coverage for board of directors meetings
- Other duties as assigned

Requirements

- Post-secondary education related to administration and a minimum of one year related work experience or equivalent combination of education and experience
- Strong communication (written and verbal), organizational and interpersonal skills with emphasis on a pleasant and professional telephone manner
- Able to integrate CMHA Durham's philosophy of being a "welcoming organization" into every day practice
- Strong knowledge of MS Office (Word, Excel, Access, PowerPoint and Outlook)
- General knowledge of the mental health environment in Ontario
- Flexible work schedule (to include evenings)

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for applications is **July 11, 2016**