

Our Front Desk is the heart of the Fernwood Community Centre. Almost all participants pass through the Front Desk on their way to programming, and it is the first place visitors stop and talk to when they enter the Community Centre. The Front Desk also helps to administer the Good Food Box program, recreation classes, workshops, and room rentals.

The ideal candidate is passionate about serving the community through frontline and administrative work. A strong work ethic, excellent customer service and the ability to be self-directed is foundational to succeed in this role. This is an exciting entry level position for someone looking to gain practical frontline, administrative, and supervisory experience in a busy non-profit environment.

## **Job Overview**

Reporting to Administrative Coordinator, the Front Desk Lead creates a warm and welcoming environment for people contacting the Community Centre while providing administrative support to programs and staff.

- Front line reception, which includes: answering phones, directing calls to appropriate staff, greeting people coming in the door and provide information on our program services and referrals to other community resources
- Provides re-direction to clients in crisis with kindness to the appropriate support services
- General office support, which includes: mail distribution, faxing, photocopying, filing, maintain room booking schedule, registering clients, tracking attendance, taking payments; issuing receipts, daily reconciling cash and receipts.
- Coordinates the administration of the Good Food Box, supports with program growth and development;
- Coordinates and supervises the Good Food Box volunteers, training and scheduling
- Participating in and helping with setup of Community Centre wide events, staff workshops as requested;
- Provides basic website maintenance and computer support to staff and clients;
- Coordinates and supervises Night and Casual Administrative Assistant staff, including hiring, orientation, training, supervision, and staff evaluations;
- Provides administrative support to Administrative Coordinator and staff as requested

## **Qualifications and Requirements**

- 2-3 years administrative experience or a combination of education and experience;
- Direct supervision is an asset;
- Good telephone etiquette, communication and reception skills;
- Highly developed interpersonal skills; tact, diplomacy and flexibility in dealing with a diverse population;
- Knowledge of MS word, excel, google suite and other programs as required Effective written and oral communication skills;
- Ability to problem solve and react quickly to situations or inquires;

- Ability to work independently and exercise initiative;
- Excellent organizational skills, ability to multi-task and meet deadlines;
- 2nd language and experience working in a multicultural environment an asset;
- The successful candidate will undergo a criminal record check for working with children and vulnerable adults.

## **Working Conditions**

- Ability to lift up to 30 lbs (several times a week).
- Ability to sit at a desk for long periods of times
- Ability to work in a busy and noisy environment (sometimes).

## **Wage / Hours of Work**

- This is a full time position starting at \$19.50 hr
- Shifts are 9am – 5 pm Monday - Friday
- 4% vacation as per labour standards and ten paid sick days with two additional paid family days
- After a successful 6 month probation you will be eligible to join our co-pay medical and/or dental benefits package
- As a perk of working with Fernwood NRG, staff have access to staff discounts on select recreational programs and free staff lunches/community dinners when available.

Please send your resume to [jenna@fernwoodnrg.ca](mailto:jenna@fernwoodnrg.ca) by February 25, 2020