



FAMILY ACCESS SERVICES RECEPTIONIST

FAMILY ACCESS SERVICES RECEPTIONIST (SUNDAY) - FAMILY ACCESS SERVICES

The Family Access Services Receptionist is an integral part of the team and supports the efficient and smooth operations of the program through a variety of administrative and client service tasks. This position requires an outstanding communicator who prides themselves on doing high quality work and can handle a range of interactions with stride and professionalism.

The receptionist will rely on their experience and judgment to plan and accomplish deliverables in a timely manner and with a wide degree of creativity and resourcefulness.

WHAT MOVES YOU

- Providing excellent services to clients and other stakeholders, making them feel heard and respected
- Strong organizational skills with a sharp eye for detail
- Balancing the relational and administrative aspects of the role to make it all come together

WHAT YOU'LL DO

- Greet all incoming clients and make them feel welcome in a pleasant, respectful and professional manner.
- Provide non-judgmental, informative and trauma-sensitive quality services to clients.
- Manages and monitors secure building entry for clients.
- Ensures reception desk area is clean, clear of safety hazards and welcoming at all times.
- Conducts monitored exchange and supervised visit transitions as required.
- Provide accurate program information to clients and other stakeholders.
- Ensures all data entry is completed with a high degree of accuracy, in a timely manner.
- Maintains office supply budget and ensures adequate levels of office supplies at all times.
- **This position works every Sunday (8:30am to 4:00pm, 7 hours per week).**

WHAT YOU'VE DONE

- Diploma in Office Administration, Office Management, Human Services or equivalent with at least 2-3 years of experience in human services administration
- Certification in Alberta Family Wellness Initiative's Core Brain Story an asset
- Exceptional customer/client service skills
- Current certification in First Aid/CPR
- Articulate in both verbal and written communication with the ability to stay calm under pressure
- Strong time management skills, ability to prioritize work and be accountable.
- Experience working in the field of family violence is an asset
- A solid knowledge of trauma, family dynamics plus custody and access issues is an asset
- Able to maintain excellent personal and professional boundaries

If you want to work to change lives, we want to meet you.

Competition Number: **2020061**

Deadline: **October 20, 2020**

www.ywcalgary.ca/work-with-us

Apply today with resume, covering letter and salary expectations to

careers@ywcalgary.ca