



We are looking for a new receptionist for Veith House! It is a full-time role, Monday to Friday, 830-430 at our community hub. Veith House staff are members of Nova Scotia Government and General Employee's Union. Veith House also offers health benefits to its staff after completing a probation period.

We value diversity in the workplace and strongly encourage applications from all qualified candidates including members of the visible minority community, Indigenous peoples, persons with disabilities, and members of the LGBTQ+ community.

This is an NSGEU Bargaining Unit position. Compensation is \$15.61/hr.

Apply with resume and cover letter to executive.director@veithhouse.ns.ca by 5pm on April 29, 2022.

Job Description: Receptionist

This administrative team member is crucial to the smooth operation of Veith House. The receptionist is responsible for excellent customer service, greeting visitors ensuring that people/clients are welcomed and connected with the people or services that they need. This position will also support the efficient daily operation of the house as required and according to their skills (eg. ordering supplies, organizing stationery supplies, sorting mail, writing emails, organizing meetings, taking minutes, etc).

Responsibilities

- Maintain a clear understanding of Veith House and oversight of activities in the building – including services, staff, program, scheduled activities/meetings and tenants
- Greet visitors and clients. When needed greet visitors at the door.
- Answer the phone, direct calls and take messages
- Check the answering machine, return calls or forward messages
- Replace any stationery that is running low – note what needs to be ordered
- Ensure bulletin boards and signage are up to date
- Sign post people to other services if Veith House is not best able to help
- Oversee use of free access computer and other services for the public
- Support and scheduling of reception volunteers
- Keep the reception area clean and tidy
- Process and file information for the Finance & Office administrator and Executive Director
- Perform data entry in various systems to support Veith House programs and reporting requirements
- Other duties as required/directed, such as administrative support, communications, taking minutes, helping with events, etc

Client/Community Relations

- Maintain professional and friendly relations with our clients
- Maintain confidentiality of information regarding clients and their families

Team Work & Organizational Support

- Be committed to the Veith House mission, vision, values and purpose of Veith House
- Collaborate with other team members to foster the success of our organization as a whole
- Greet clients and provide a prompt, courteous and welcoming experience
- Assist when required/as possible with other areas of the organization
- Actively participate in events designed to enhance employee relations

Qualifications

Applicants with an understanding and/or experience of the not-for-profit sector will be preferred.

Education & Experience

- High School Diploma or GED
- Six months or more related experience.
- Basic knowledge of standard office equipment and procedures
- Proficient with MS Office.

Core Competencies

- Achievement Motivation – is self-motivated and committed to achieve results that have a positive impact on the organization as a whole.
- Attention to detail and accuracy
- Organized and able to multi task
- Accountable – takes direction, delivers on responsibilities; is responsible for one's actions.
- Adaptable - anticipates and plans for changing situations, reacts constructively to setbacks.
- Communication – clearly, keeps others up to date, listens with an open mind
- Client focused – consistently ensures client's expectations are met and exceeded.
- Interpersonal – keeps a positive outlook; persists and perseveres. Seeks personal improvement by accepting feedback non-defensively
- Relationship Building – well mannered, friendly and inclusive attitude
- Resilient - the ability to work under pressure and handle challenging situations
- Reliable and dependable

Work Conditions/Environment/Physical Demands

Due to nature of role, all work is conducted on-site at Veith House. The Receptionist must be able to climb stairs due to the current layout of Veith House. Reception duties are conducted between 830 and 430pm – with an hour for lunch. 35 hours per week.