



JOB POSTING

Weekend Receptionist - Family Shelter

Employment Type: Permanent-Part Time

Hours of Work: Saturday and Sunday /14 Hours per week (8:00 am to 4:00 pm) or (1:00 pm to 9:00 pm)

Reports to: Weekend Program Manager

About Red Door

Red Door is a non-for-profit organization. The mission of the Red Door Shelter is to end homelessness for each family that comes through our doors by providing a safe, temporary refuge and critical services to support them in healing, rebuilding their lives and integrating back into a community. At Red Door, we strive for quality care, advocacy, collaboration, integrity and accountability.

Overall Responsibility

The position is responsible for a wide variety of administrative duties in support of Red Door Family Shelter's administration. These include; coordinating and communicating activities, greeting and screening visitors, answering and referring inbound telephone calls when needed, filing as assigned.

Key Responsibilities

- Respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.
- Accept inventory and distribute in-kind donations delivered to Red Door Family Shelter's Administrative office.
- Refer all inquiries to the appropriate individuals or departments across the organization.
- Type forms, letters, reports, and memos as necessary.
- Receive and distribute all forms of paper correspondence.
- Organize, maintain, and coordinate office records and files in their proper locations, utilizing the standardized methods and procedures.
- Present a positive and professional image of the organization to all visitors, suppliers, inquiries, and other interactions.
- Provide information to staff and/or clients about special activities.
- Ensure all forms and reports are completed as needed.
- Ensure that the appropriate evacuation procedures are carried out in the event of an emergency.
- Administer and manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.
- Maintain the reception, waiting area & multipurpose room in a tidy and presentable manner.

- Accept and monitor inbound shipments, inventory and distribute as necessary.
- Assist with ordering all supplies and coordinate services for the Red Door Family Shelter's Administrative Office.
- Assist in monitoring and maintenance all storage areas.
- Other duties as required

Qualifications

- High school diploma or GED, or an acceptable combination of education and experience.
- 6 months professional experience working in a similar capacity preferable.
- Strong knowledge of general office procedures.
- Intermediate PC skills in Microsoft Office products including Outlook.
- Able to write simple correspondence, including memos, letters, etc.
- General mathematical skills.
- Ability to apply understanding to carry out instructions in written or verbal form.
- Adjusts and is flexible to meet changing work needs and demands.
- Knowledge of supplies, equipment, and/or services ordering, as well as inventory control of these items.
- Is fiscally responsible and suggests cost-saving measures.
- Able to maintain filing systems and basic databases.
- Good problem solving skills.
- Good organization and time management skills.
- Ability to work with minimal supervision.
- Superior telephone manners and professional interpersonal skills.
- Strong written and verbal skills to communicate with all levels of the organization and its executive team.
- Strong customer service orientation.
- Ability to lift up 35-40lbs.

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring.

The Red Door is an equal opportunity agency and encourages applications from all those who wish to apply. We especially welcome those who have lived experiences and affinities that align with our clients in order to best represent their interests, including women-identifying people, members of the 2SLGBTQ+ community, Black, Indigenous, people of colour (BIPOC), newcomers to Canada, those who have experience with homelessness and violence, and those with disabilities. Regrettably, we are not fully wheelchair accessible at our main office or our Violence Against Women shelter.