



## Family and Children's Services of St. Thomas & Elgin

*Family & Children's Services of St. Thomas & Elgin is committed to becoming allies with First Nations, Inuit and Métis communities; those of African-Canadian/Black heritage; other racially marginalized and 2SLGBTQIA+ persons, through our Truth and Reconciliation commitments, our ongoing 'Diversity, Equity and Inclusivity' work and antiracism/anti-oppression education.*

### Our Mission

We protect and support children and youth in partnership with families and communities.

## RECEPTION and ADMINISTRATIVE SUPPORT WORKER

### **SCOPE OF JOB:**

Primary duties include reception coverage and general administrative support. This is a full-time, in office position within the bargaining unit. Normal office hours are Monday to Friday, 8:30am to 4:30 pm.

### **QUALIFICATIONS:**

#### Applicants must have:

- Post-Secondary Diploma in Office Administration or related field; and/or previous office/reception experience;
- Preference will be given to candidates with experience in supporting or working with children, youth and families in a social services setting;
- Demonstrated ability to be highly organized and have excellent communication and interpersonal skills;
- Ability to effectively manage stress and balance competing demands, while maintaining a professional demeanor;
- Demonstrated proficiency in computer skills (including Microsoft Windows and Office Suite) in a digitized environment, as well as knowledge of associated tools and equipment (scanner, fax, copier);
- Sensitivity to and awareness of issues facing First Nations, Inuit and Métis (FNIM) people; and
- Demonstrated knowledge of Anti-Opressive Practice and/or an eagerness to engage in a learning culture.

### **DUTIES:**

- Reception coverage as required;
- Provide high quality and professional service, either in person or on the telephone, to all employees and visitors;
- Respond to all incoming phone calls and voice mail messages, routing them to the appropriate staff utilizing the agency's information system and, if necessary, the paging system;
- Support distribution of incoming/outgoing mail and faxes and route them to the appropriate recipient in a timely manner;



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- Manage filing, data entry, and document preparation as requested;
- Record and maintain the schedule of bookings for meeting rooms and equipment;
- Provide support to Team Assistants as required;
- Provide assistance to the Manager of Administrative Support as required; and
- Other duties as assigned.

**REPORTS TO:** Manager of Administrative Support Services

**SALARY:** \$42,381 to \$51,977 (as per union salary grid Apr 2023)

**DEADLINE TO SUBMIT RESUME:** November 22nd, 2023

**Qualified applicants should submit their resumes to:**

Family & Children's Services of St. Thomas and Elgin

*Attention: Shelley Wright*

E-mail: [swright@casegin.on.ca](mailto:swright@casegin.on.ca)

***"Family and Children's Services of St. Thomas and Elgin is committed to a barrier-free, respectful, accessible and inclusive work environment. We will endeavor to remove any barrier to the hiring process to accommodate those applicants with disabilities.***

***Please inform Human Resources in advance should accommodation be required at any point in the recruitment and selection process."***

***Thank you for your interest in our organization.  
Only those candidates selected for interviews will be contacted.***