

RECEPTIONIST

CUPE 2357 – Level 1

CORE FUNCTION:

Under the direction of the Comptroller of Financial and Administrative Services, the Receptionist receives and directs all incoming phone calls; greets visitors to the Board Office; handles courier services; provides general clerical support; and performs other duties, as assigned by the supervisor.

MAIN DUTIES:

Receives and directs incoming phone calls:

- uses a multi-line phone system to receive and direct calls
- pages staff or takes messages, as required
- maintains and updates pre-recorded switchboard messages
- maintains switchboard information binder

Greets visitors to Board Office:

- greets all visitors, has them sign in and directs them to meeting/waiting rooms or provides them with information, as required
- informs staff of the arrival of visitors

Handles courier services:

- receives and signs for incoming courier deliveries and notifies addressee
- arranges for courier pick-up, as requested

Provides general clerical support:

- clips all newspaper articles related to education
- arranges for Canada Post Priority Courier pick-up, as requested
- receives and date stamps tenders
- compiles and distributes job application packages
- logs long distance phone calls
- verifies courier invoices to identify department charges
- assists with print jobs (ex. folding, stapling, stuffing envelopes), etc., when time permits

Performs other duties, as assigned by the supervisor.

SUPERVISION OF STAFF:

There is no supervisory responsibility.

QUALIFICATIONS:

- Secondary school graduation
- 1 year of related experience
- Meridian SL-1 Northern Telecom Multi-line Switchboard experience would be an asset
- Excellent telephone manner and interpersonal skills

Individuals who possess an equivalent combination of education and experience may also be considered.