

Employment Hamilton (EH) has been delivering employment and training services to clients and employers since 1972. Funded by Employment Ontario, EH offers employment counselling, a large Resource and Information Centre, Better Jobs Ontario and other programs / services. We operate on a continuous improvement model in every facet of our services.

EH prides itself on providing superior service in a welcoming environment that promotes integrity and respect. We are looking for an outgoing individual who enjoys working with a diverse clientele; a team player who is eager to learn, is a skilled listener, resourceful and excels in written and verbal communication.

Responsibilities include:

- Reception duties: answering multiple phone lines and replying to email inquiries; scheduling appointments; assisting with queries not related to EH; mailing and courier services; shared general office upkeep; related tasks and duties as assigned
- General administrative support: supporting attendance tracking measures; liaising with contracted agencies (shredding and photocopying services); maintaining inventory and ordering office supplies as requested; supporting the Program Manager in maintaining internal team schedules; technical support with the creation of forms and shared digital tools; related tasks and duties as assigned
- Daily opening, closing and upkeep of the main reception office spaces
- Regular general maintenance of office equipment, handouts and signage, and shared digital tools
- Reporting to the Executive Director regarding collaborative efforts to facilitate Ontario's pilot project for social assistance recipients with our services. This includes: initiating contact with referred individuals; record keeping; regularly monitoring and overseeing all associated records and corresponding with staff regarding inconsistencies; communicating with partner organizations; creating and submitting regular weekly reports; and fielding related inquiries as requested
- Providing supportive coverage for our auxiliary reception staff as needed including, preparing resumes received from Employment Counsellors, booking clients for workshops, etc.
- Other tasks and duties as assigned

Qualifications

- Demonstrated ability to successfully carry out the responsibilities listed above
- Resourceful, organized and outgoing with a sincere interest in helping others
- Excellent client service skills and empathetic to the clients we serve
- Effective verbal and written communication skills
- Demonstrated ability to use excellent judgment, establish rapport and communicate effectively with the EH team, a diverse clientele and community agencies
- Proficiency in MS Office, **highly skilled in Excel** to accurately track and report data, with the ability to use it to its fullest potential to create schedules, Ontario Works referral tracking, etc.
- Proficiency with Outlook, email, calendars, etc.
- Enthusiastic team player with strong time management skills

- Ability to clearly document and accurately maintain all records and data management systems
- Ability to use Adobe Pro to create fillable forms
- A self-starter, eager to learn, who works well with minimal direct supervision
- The ability to start immediately upon an offer is an asset

To Apply

Interested candidates who possess the above qualifications, have good judgment and are empathetic are invited to apply.

- Email your letter and resume **in ONE PDF attachment with the subject line “Receptionist”** to HR@EmploymentHamilton.com
- **In order to be considered, YOUR LETTER MUST INCLUDE YOUR WEEKLY SALARY EXPECTATION.** Salaried 35.5 hours usual hours. EH is a not-for-profit organization. We offer a comprehensive benefits package after 4 months.

Resumes will be reviewed as they arrive with a final deadline of October 7, 2022. This position may be filled PRIOR TO the application deadline, as interviews will begin asap.

No telephone enquiries please

To be considered for employment, a satisfactory Police Criminal Record / Vulnerable Sector Search is required. Accessibility accommodations are available for the recruitment process upon request. If contacted, please advise us if you require any accommodation. Employment Hamilton is an equal opportunity employer. We thank all applicants but only those considered will be contacted.