

**Job Description:
Receptionist**

Summary: The receptionist ensures that all visitors receive a warm and courteous welcome. The receptionist is responsible for responding to incoming phone calls and emails, greeting visitors, as well as certain administrative tasks that support all of the programs.

Reports to: Director of Programs and Services

Duties / Responsibilities:

- Maintain a safe, clean, and welcoming reception area
- Receive visitors, phone calls and e-mails:
 - Direct inquiries and requests by transferring to the appropriate employee or giving instructions
 - Provide basic information about programs, services, and activities
 - Organize information regarding employee schedules, absences, and program details in order to best direct clients and visitors
- Keep statistics regarding incoming phone calls
- Maintain and program the telephone system – voicemail, messages for holidays and closures
- Receive and distribute mail to the appropriate employees
- Manage registrations for certain programs and events (as required)
- Oversee the reservation of meeting rooms and equipment
 - Approve requests made by staff members
 - Ensure all equipment is returned and in a good state
 - Alert the appropriate employee when something is missing or requires repair/servicing
- Ensure the cleanliness of the meeting rooms and coffee corner – keep an inventory of what needs to be ordered
- Keep the information board and pamphlets up to date, ensuring that areas are attractive and well organized
- Lock and unlock the elevator upon arrival and departure
- Manage access cards for guests who require them and ensure their safe return
- Organize and maintain the schedule for replacement at the reception desk and kitchen maintenance duties.
- All other administrative tasks as required

Position Requirements:

- DEP Secretarial Studies and two years of related experience (or the equivalent).
- Knowledge of and experience with the Microsoft Office suite. Other software knowledge is an asset.
- Understanding of Alzheimer's disease and other forms of dementia is also an asset.

Skills:

- High-quality oral and written communication in both French and in English. Other languages are an asset.
- Ability to work cooperatively in a team environment.
- Enthusiasm, empathy, discretion, respect, professionalism, and positivity.
- Good judgment and diplomacy.
- Ability to handle pressure and autonomously and effectively manage priorities.
- Strong organizational skills and respect for deadlines.
- Respect for the traditions, values, and norms of clients originating from different cultures and ethnicities.

Terms: Permanent position, 28 hours/week

Salary: \$18/hour

If you are interested, please send your resume and cover letter to the attention of Camille N. Isaacs-Morell, Assistant Executive Director: info@alzheimermontreal.ca

Deadline for application: July 16, 2018 at 5 p.m.