

Front Desk Receptionist (Contract, 1-Year Term)

Job Description

Reports to: Executive Director – Administrative and other duties
Property Manager – Property-related duties

Job Overview

The Receptionist is the first point of contact at the Cathedral and is responsible for welcoming parishioners, volunteers, members of the public, event attendees, staff and clergy. The Receptionist will ensure general office administration services are provided. The Receptionist understands user needs, meets the requirements of management, and ensures all visitors feel welcome at the Cathedral Centre while maintaining a secure reception area.

Responsibilities

- Create a welcoming environment by greeting guests, answering phone calls, directing visitors, and taking messages for employees
- Manage the door control system, set up door access codes and fobs
- Maintain security of the reception area by following safety procedures and controlling building access via the reception desk
- Direct enquiries to appropriate individuals, including answering phone calls and responding to emails. Respond appropriately to emergencies or urgent issues as they arise
- Ensure all contractors sign/out in the logbook and are met by a member of the staff
- Process all incoming and outgoing mail and courier orders as required. Manage the postage machine and ensure adequate supplies are available
- Assist with volunteer coordination, including maintaining volunteer records and scheduling volunteers
- Serve as the first point of contact for Wedding and Funeral requests at the Cathedral and direct enquiries to appropriate individuals
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Perform other administrative duties such as, but not limited to, filing, photocopying, transcribing and faxing
- Stay current with new technologies, systems, policies, and procedures related to office administration and the operations of the Cathedral
- Perform other related duties as required by the position

Required Knowledge, Skills and Abilities

- College diploma or equivalent experience.
- Excellent verbal and written communication skills with proofreading skills.
- Excellent interpersonal skills, well organized, highly flexible and ability to multitask.

- Proficient with Microsoft Office Suite or related software.
- Experience in providing social media support is an asset.
- Ability to learn and apply new digital technologies to fulfil the duties of the position.

Working Conditions

- This is an hourly and on-site position at the Front Desk. The regular work schedule is Monday through Friday, with occasional Saturdays and Sundays, from 9:00 am to 4:00 pm. Work hours may vary based on business needs.
- Frequent interruptions.
- Possible exposure to dust and noise.
- Manual dexterity is required to use desktop computer devices and peripherals.
- Lifting or moving up to 20 lbs may be required.

To apply, please email your resume and cover letter to humanresources@stjamescathedral.ca. Only selected candidates will be contacted.