

**JOB POSTING**

**Receptionist**

**Permanent Fulltime Position**

**Salary Range: $31,782 - $42,884 annually with extended health benefits**

**36.25 hours per week**

**8:15 – 4:30 pm, Monday - Friday**

Canadian Mental Health Association – Edmonton Region is a ‘go to’ non-profit organization that envisions mentally healthy people in caring communities. We increase awareness and understanding of mental health, mental illness, recovery and suicide prevention through education. We support resilience and recovery of people in distress and those affected by mental illness or suicide by providing crisis intervention; suicide grief and family support; safe, long-term and affordable housing; peer support; advocacy and wayfinding; and meaningful volunteer opportunities.

The Receptionist is the first point of contact between the agency and the public and is responsible for reception duties, internal communications, general program and administrative support. This includes opening and closing the administrative office area, greeting all visitors and acting as a telephone receptionist and switchboard operator. The incumbent will have a genuine interest in mental health promotion and administrative services. Training and support will be provided. Start date as soon as possible.

**Responsibilities:**

* First point of contact between the agency and the public
* Opens and closes administrative office area
* Greets all visitors to the agency and refers to appropriate agency programs and community resources
* Acts as telephone receptionist and switchboard operator
* Ensures reception area is well maintained
* Refers all mental health information and crisis calls as appropriate to agency staff and community resources
* Ensures internal program information is up-to-date: staff contacts, program offerings, events on the website, agency forms, brochures, bulletin boards etc.
* Receives all incoming mail, email, faxes, and deliveries and distributes as appropriate
* Sends outgoing agency mail, courier and fax communications
* Maintains reception brochure display case, bulletin board, reference books (ex, Housing Manual), etc.
* Creates annual agency calendar for use by staff and volunteers
* With direction from the Executive Assistant, completes day-to-day maintenance of the website and Shoretel phone systems
* Keeps supply rooms in good order, including stocking shelves
* Provides administrative and promotional support for special events as required
* Provides word processing support for general correspondence, graphic applications, schedules, presentations, newsletters and reports
* Proofreads agency documents as required
* Ensures word processing documents adhere to CMHA Logo and Visual Identity Standards
* Assists other programs with photocopying and collating materials
* Tracks and records registrants for all workshops offered by CMHA-ER
* Confirms registrants’ enrolment in workshops by email
* Closes online registration for workshop dates that have reached maximum capacity
* With the Administrative Coordinator (Workshops), maintains orderly, complete and current records of workshop enrolment
* Other office related duties, as required

**Desired Qualifications**:

* Relevant post-secondary diploma
* Minimum two years directly related experience
* Excellent interpersonal skills including ability to deal with challenging situations
* Ability to communicate effectively and work with diverse individuals
* Ability to work in a multi-program and multi-task environment
* Proofreading skills
* Excellent working knowledge of Microsoft Word, Power Point, Excel, internet and email
* Knowledge of WordPress will be an asset
* Good written and oral communication skills
* Appreciation of the issues related to mental illness
* Experiences working with databases will be an asset
* Minimum typing speed of 50 wpm
* Highly confidential

Forward your resume to [hr@cmha-edmonton.ab.ca](mailto:hr@cmha-edmonton.ab.ca) **Application deadline June 14, 2017.** Only those candidates selected for an interview will be contacted. Thank you for your interest in Canadian Mental Health Association-Edmonton Region and our programs.