

**Front Desk Receptionist Full-time  
(35 hours per week)**

**ORGANIZATIONAL OVERVIEW**

Fontbonne Ministries is a non-profit, community-based charitable organization that offers diverse programming in an accepting, inclusive environment. Our services include the provision of affordable housing, access to food, clothing and hygiene products, wellness services and shared community space to foster connections. Populations served include primarily vulnerable persons, as well as seniors, and people experiencing social isolation.

Fontbonne Ministries was founded in June 2000 by the Sisters of St. Joseph of Toronto to respond to changing societal needs. Sponsorship of Fontbonne Ministries was transferred to Catholic Health Sponsors of Ontario (CHSO) in 2022.

**POSITION OVERVIEW**

The front desk role is accountable for the smooth oversight of the reception area at the Fontbonne Ministries Mustard Seed 791 Queen St E site, and for various administrative and operational functions. This is a pivotal, busy role in that it is the first point of contact for the public. It requires unwavering hospitality and courtesy be demonstrated towards a diverse population, including vulnerable people and older adults. This is an integral role that deals with competing priorities and requires comfort and understanding when serving populations that have varying needs.

**AREAS OF ACCOUNTABILITY**

**Administration**

- Maintaining a clean, friendly, welcoming reception area.
- Assisting with tracking program metrics and data entry.
- Screening, booking and scheduling participants for various programs and providing updates as relevant.
- Preparing team correspondence, including meeting minutes as required.
- Assisting with organizing special events which may include preparing materials, and scheduling duties.
- Engaging actively in organizational training sessions, planning sessions, staff meetings.
- Participating in special projects as required.



## **Clerical Functions**

- Answering the reception phone and monitoring all incoming general voicemail messages, and email inquiries.
- Assisting with photocopying, faxing, and preparing information program/ training packages.
- Maintaining daily program attendance, sign-in, and scheduling logs.
- Supporting event/meeting preparation through recording, collating and distributing communication.
- Ordering and maintaining office and program supplies.

## **Public, Program and Participant Support**

- Welcoming & greeting the public, including triaging request, and directing participants and visitors to programs or areas in the building for service.
- Attending to diverse program support needs, including but not limited to assisting with setting up, monitoring supplies, tracking registration and bookings, and cleaning up.
- Answering questions about the organization and Fontbonne Ministries programming.

## **Other Responsibilities**

- Performing other duties as required, which may include opening and/or closing procedures
- Providing backup to other program staff during periods of vacation, illness, or other absences.

## **EDUCATION**

- Office administration, an asset or equivalent work experience.
- First Aid/Level C CPR Certificate (or willingness to obtain) an asset.
- De-escalation training or CPI Training is an asset.

## **EXPERIENCE**

- Experience working with individuals who are precariously housed or homeless, and persons living with complex behaviours, including mental health and substance use issues or combined equivalent of education and experience.
- Minimum 2-3 years of direct experience in an Administrative (or related capacity) is an asset.

## QUALIFICATIONS

- Demonstrates knowledge of anti-racism/anti-oppression approaches.
- Aptitude to work independently as well as collaboratively within teams.
- Ability to interact with people living with a wide range of social, emotional, physical, financial and/or mental health issues.
- Demonstrates capacity to thrive in a dynamic work environment requiring excellent troubleshooting skills
- Exemplary interpersonal and communication skills, both oral and written.
- Proficiency in the use of computers and various software applications, including Microsoft Office.
- Excellent organizational and time management skills, focused and able to prioritize a busy workload.
- Strong problem-solving skills and attention to detail.

## ATTRIBUTES

- Versatile/adaptable
- Reliable
- Patient
- Perceptive
- Shows initiative
- Kind/caring
- Team Player

## WORKING CONDITIONS

- Comfortable working in a faith-based environment.
- May require bending and lifting intermittently.
- Some evening and weekend availability may be required.

## COMPENSATION

\$40,000-\$45,000 plus generous benefits package and pension plan

## TO APPLY

Please send your CV and cover letter in one PDF document to [hire@fontbonneministries.ca](mailto:hire@fontbonneministries.ca), noting **“Front Desk Receptionist”** on the subject line.

Fontbonne Ministries values inclusivity and diversity in the workplace. We are committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (“AODA”). If you require accommodation during any stage of the recruitment process, please note that in your email to [hire@fontbonneministries.ca](mailto:hire@fontbonneministries.ca). While we thank all applicants, only those selected for an interview will be contacted.