

## Receptionist

Copernicus Lodge is a healthcare organization that provides a continuum of care to primarily Polish seniors. We are located in the heart of Roncesvalles Village just west of downtown Toronto. We have 200 seniors' apartments with a Supportive Housing program, 228 Long Term Care beds and an Adult Day Program.

Vaccines are a proven, safe and powerful weapon in our battle against COVID-19. Now that vaccines are widely available and recognizing that many of our staff are already vaccinated, vaccination will be a condition of employment for new hires, except when impossible due to legitimate, established exceptions. The vaccine must be a 1-dose or two-dose COVID-19 vaccination series approved by Health Canada. This is one more important step to protect both our residents and staff as we continue to battle this deadly virus.

### Summary of Duties:

Our receptionist is the first point of contact to all visitors, staff and individuals entering Copernicus Lodge premises and as the face of Copernicus Lodge, approaches their work and those who interact with them in a positive and professional manner, reflective of the values of Copernicus Lodge.

### Key Responsibilities:

- Provide quality customer service and act as a resource for inquiries both over the phone and in person;
- Greet, screening, permit access and assist and direct all visitors to Copernicus Lodge according to policy;
- Provide scheduling/shift replacement services on evenings, nights and weekends, or as assigned;
- Answering all incoming calls, and respond to caller's inquiries with a solution-oriented approach;
- Redirecting calls as appropriate and taking clear, concise messages when required;
- To manage, pick up and sort internal mail;
- To stamp, deliver and maintain mail machine for external mail;
- To prepare packages and arrange courier pick up;
- To arrange meeting room schedule and bookings;
- To update phone and distribution lists for distribution;
- To maintain a clean, safe, fully stocked and well organized reception area;
- To assist with small projects as required to support and optimize operations;
- To uphold and promote the organization's values and philosophy relating particularly to compassion, respect, dignity, integrity, excellence and collaboration, as set out in the Code of Conduct;
- To complete other duties as assigned.

### QUALIFICATIONS:

- Completion of a highschool diploma, with at least 1 year of experience working in an office environment;
- Above average interpersonal, oral and written communication skills in English; ability to speak/understand Polish is also preferred;
- Must exhibit a professional and polished telephone manner;
- Must be able to operate a busy switchboard; previous reception experience is a definite asset
- Must be able to maintain a position of trust and confidentiality;
- Must have ability to work independently, and in a team environment;
- Must be caring, compassionate and have a genuine interest in working with the elderly;
- Ability to meet and deal with a variety of employees, residents, family members, and general public;
- Must be able to work in a fast paced environment with the ability to work under pressure and meet deadlines;

- Must be responsible and highly organized, with the ability to multi –task in an environment with multiple disruptions and distractions;
- Able to provide a friendly and welcoming demeanor and provide excellent customer service
- Must have good working knowledge and expertise in Microsoft Office ( Word, Excel, PowerPoint, E-Mail) and other office equipment;
- Must be able to work shifts including days, evenings, nights, weekends.

Successful candidates hired to work within Copernicus Lodge in this role are required to provide the following information as a Condition of employment:

- Vulnerable Sector Check;
- Proof of Covid-19 Full Immunization
- TB Skin Testing;
- Covid-19 Testing.

Please submit your covering letter and resume to Human Resources of Copernicus Lodge via email to [resumes@copernicolodge.com](mailto:resumes@copernicolodge.com)

Only those candidates selected for an interview will be contacted. If you have any accessibility requirements, please advise Human Resources during the recruitment and selection process. We will work with you to best meet your needs as per resources available to us.

Job type: 1 Permanent PT, 1 Temporary PT, 2 Casual.