

GENERAL INFORMATION	
Job Title:	Evening Reception
Department:	Administration
Date of Job Description:	June 2022
Job Reports To:	Director of Operations

JOB DESCRIPTION SUMMARY	
Under the direct supervision of the Operations Manager, the Evening Reception is responsible to provide reception services and minor administrative support to KYC programs	
CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
Performs general office duties.	<ul style="list-style-type: none"> ➤ Answers all incoming phone calls and transfers to the appropriate staff. ➤ Takes phone messages and delivers to staff. ➤ Welcomes individuals/visitors entering KYC. ➤ Directs visitors to rooms for meetings and informs appropriate staff. ➤ Answers general questions on services provided by the KYC. ➤ Process payments for classes and programs through Amilia online registration system. ➤ Keeps attendance and statistical records for all classes and programs offered ➤ Maintains a neat reception area, updates signages and promotional flyers within KYC ➤ Provides general administrative support to KYC programs. ➤ May assist and participate in the implementation of large-scale community events.
Handles scheduling of gymnasium and all other room bookings for meetings, classes, and parties.	<ul style="list-style-type: none"> ➤ Schedules rentals through the Amilia online registration system. ➤ Arranges/cancels appointments on an as needed basis. ➤ Ensures instructors have proper paperwork for classes. ➤ Stays updated with the Amilia Procedural Manual
Performs any other job-related duties as may be required by the immediate Supervisor(s).	

ENVIRONMENTAL FACTORS	
Work Environment:	➤ 20 hours, some flexible hours.
Stress Factor:	➤ Low stress with some periods of moderate stress.
Deadlines:	➤ Some tight deadlines (unplanned).
QUALIFICATIONS	
Education and Experience required	<ul style="list-style-type: none"> ➤ D.E.C. in Secretarial Studies. ➤ High School Diploma plus two (2) years' experience.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Strong interpersonal skills required. ➤ Ability to work a multi line phone system. ➤ Excellent verbal and written communications skills required. ➤ Knowledge of computer programs (Microsoft Word, Excel, Outlook, etc.). ➤ Good knowledge of office machines. ➤ Ability to work independently and in a team setting. ➤ Ability to converse with members. ➤ Ability to remain calm in different situations as they may arise. ➤ Regular work week; may be required to work some overtime on weekends or evenings. ➤ Lifestyle must reflect that of a positive role model.
Assets	<ul style="list-style-type: none"> ➤ A valid driver's license and access to a vehicle. ➤ Knowledge of Kanien'keha and French as asset.