



Unpaid Internship

Receptionist / Office Administrative Assistant

STATUS: Part Time: (0.6 FTE) 21 hours/week, for three days per week from 9:30am to 4:30 pm, on a set schedule, and expected to commit for three months or until commensurate employment is found, whichever comes first.

REPORTS TO: Manager, HR & Volunteer Services

In order to apply please send your resume and cover letter to hr@ottawa-worldskills.org with the title: **YOUR NAME_Receptionist** in the subject line

Application deadline: Sunday, February 4th, 2024

POSITION PURPOSE:

This unpaid internship aims to provide:

1. Experience in a supportive environment
2. The opportunity to practise and develop administrative skills
3. 3 months of personalized guided job search
4. An opportunity to expand professional network

DUTIES AND RESPONSIBILITIES:

Receptionist / Office Administrative Assistants Interns will be involved in a variety of activities and projects. They will receive training and hands on experience in the following areas:

- Reception duties at World Skills Employment Centre; greeting visitors and directing them appropriately;
- Answering and directing phone calls appropriately;
- Assisting new clients in registering with World Skills for the first time;
- Monitoring the main floor waiting area and resource centre and providing technical assistance as needed;
- Providing accurate information and referrals;
- Data entry;
- Handling correspondence and responding to e-mail inquiries;
- Updates of client waiting list;
- Filing documents using both electronic and paper filing systems;
- Designing and formatting documents and records management processes;
- Providing client and staff support for basic computer and office equipment issues;
- Undertaking additional office administration projects as required;
- Ensuring all common areas in the office including reception are neat and orderly;



- Providing both administrative and program support on an as-needed basis;
- Maintaining personal records of skills development and trainings undertaken.

QUALIFICATIONS AND COMPETENCIES:

Interns must have:

- Strong oral and written communication skills in English and French,
- Excellent interpersonal skills, Experience and/or training in office administration
- The ability to work independently and to manage time effectively to meet deadlines
- Experience with MS office software and database applications
- Strong time management skills and the ability to prioritize
- Ability to work within a team environment where an attitude of cooperation and helpfulness is essential
- Proven flexibility, adaptability, initiative and resourcefulness

Preference will be given to individuals who have:

- Clearly defined career objectives and a demonstrated motivation to find work in an office administration role
- Knowledge and familiarity with the services available at World Skills Employment Centre
- Experience working in a multicultural client service environment
- Completed World Skills Workplace Language Training program (especially Office Administration)
- Completed a World Skills job search program such as Job Search Workshop or Career Access for Newcomers

Candidates will be interviewed in early February. Expected start date is in mid February.