

World Skills Employment Centre Internal/External Job Posting
Bilingual Receptionist / Administrative Assistant

Term:	Full time position (35 hours per week) to March 31, 2025 with possibility of extension
Application process:	Please send your cover letter and resume saved as one file with Your Name_ Receptionist as the subject heading to hr@ottawa-worldskills.org
Deadline:	Sunday, May 5, 2024
Salary and Benefits:	\$26.25-\$29.25 per hour based on experience, plus a comprehensive benefits plan including health, dental, RRSP and vacation leave

POSITION SUMMARY:

World Skills, a not-for-profit employment centre for new Canadians, is seeking a highly organized individual to provide seamless service delivery for clients as Receptionist/Administrative Assistant. This position is critical to the effective functioning of the World Skills office and its programs. This individual is an integral member of the World Skills team, working closely with multiple staff across the organization and supporting intake and assessment for all World Skills clients.

The successful candidate will demonstrate personal commitment to, and understanding of the World Skills mission, vision, values and participant outcomes.

MAJOR RESPONSIBILITIES:

Administrative Support and Reception Duties

- Serve as the initial point of contact for all clients and other visitors to the World Skills main office
 - Receive and direct telephone calls and email communications
 - Schedule new and repeat clients for needs assessment appointments
 - Answer enquiries and provide information on a variety of issues related to World Skills programs and services
 - Liaise with service providers, partner organizations and other stakeholders and staff in support of office management duties
 - Initiate, coordinate and/or support office management projects such as:
 - Keeping equipment, supply and key inventories
 - Ordering office supplies and stationery
 - Updating staff lists and maintaining mail area
 - Coordinating service provision (water supply, printer/photocopiers, etc.)
 - Conducting monthly copier readings
 - Ensure all common areas in the office including reception are neat and orderly
 - Provide both administrative and program support as needed
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- Handle clerical, logistical and administrative duties as required (preparation of materials; coordination of logistics; development and maintenance of files; etc.)
- Attend staff meetings and share best practices with colleagues
- Perform other duties from time to time, as required by the organization

Data Entry and Reporting

- Create new client records in the database when appointments are booked
- Enter and maintain client information (referrals, notes etc.) in centralized profile tracking system and database
- Develop tools as needed to promote standardization across the various client requests for information to ensure efficiency and quality
- Ensure the accuracy of data
- Collaborate with other staff and stakeholders to ensure the creation of efficient reporting solutions that meet all functional project needs

QUALIFICATIONS:

- Completion of a degree, diploma or certificate in a related field with 1-3 years of progressive administrative experience
 - Advanced skills in communication, writing, MS Office and current technologies
 - Experience with data entry and reporting using various databases and computer software applications
 - Solid understanding of clerical and general office procedures and office software applications
 - Excellent customer service skills, strong time management skills and the ability to prioritize
 - Fluency in both English and French (oral and written) is essential, and other languages are highly desirable (e.g. Arabic, Ukrainian, Turkish, Spanish)
 - Understanding of the challenges faced by newcomers to Canada
 - Ability to work within a team environment where an attitude of cooperation and helpfulness is essential
 - Excellent interpersonal skills
 - Proven flexibility, adaptability, initiative and resourcefulness
 - Open to learning and contributing to a range of organizational activities to add value to our work
 - Sound intercultural communication skills, diplomacy, maturity and integrity
 - Proven ability to work effectively as part of a team in a multi-cultural environment
 - Ability to maintain confidentiality is imperative
 - Ability to work under pressure, to communicate effectively (verbal and written), to establish priorities and deal with tight timelines
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- Ability to recognize the need for change and to develop plans for change where necessary
- A strong work ethic having the needs of the organization and the clients as the primary priority.

****This is an in-person local position in Ottawa, ON. This position is expected to work in the office 5 days per week, Monday to Friday from 9 AM to 5 PM.**

World Skills Employment Centre is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including in the recruitment process. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Manager. We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Indigenous peoples, persons with disabilities, and persons of any sexual orientation and gender identity.

Thank you for your interest in this position; only candidates selected for an interview will be contacted. Applicants who do not speak both English and French will not be considered.