



The Children's Aid Society
OF HAMILTON

Serving Hamilton's children and families since 1894.

La Société d'aide à l'enfance
DE HAMILTON

Au service des enfants et des familles de Hamilton depuis 1894.

EMPLOYMENT OPPORTUNITY

The Children's Aid Society of Hamilton was established in 1894 as a not-for-profit charitable organization, mandated under the *Child, Youth and Family Services Act* of Ontario, focusing on the well-being and protection of children. The Society is committed to the strengthening of families, while valuing diversity and promoting equity.

We are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The Society encourages applicants from all qualified individuals.

We believe that we are all responsible, committed, and accountable to each other to promote a culture where everyone is welcomed, heard, respected, and valued. We commit to challenging and interrupting behaviours of racism, discrimination, disrespect, intolerance, harassment, and bullying as we strive toward an environment of learning, care and respect for each other; a place where the voices of equity-deserving individuals will be heard and acted upon as we continue our journey of healing, inclusivity, equity and growth.

We are currently seeking a skilled and committed individual to join our team as a:

SWITCHBOARD RECEPTIONIST – Permanent Full-Time

\$47,137 - \$55,145 per annum
(34 hours per week)

Major Responsibilities:

Provides coverage to reception, performing general reception duties to a high volume of visitors and callers:

- Answering incoming calls and re-directing callers as appropriate.
- Greets and directs walk-ins, clients and visitors and connects with worker or staff member.
- Provides a professional, calm, and inviting atmosphere for parents, children, CAS staff and visitors.
- Operates paging system.
- Practices established reception safety protocols.
- Processes all outgoing mail and prepares packages for courier service;
- Assists in clerical duties.

Key Qualifications:

- Post Secondary school graduate in a business or administrative program or equivalent experience.
- Ability to use MS Office applications (Word, Excel, Outlook).
- Solid written, oral communication and interpersonal skills.
- Problem solving and attention to detail.
- Excellent customer service skills.
- Ability to cope well under pressure and deal with crisis situations in calm and effective manner.
- Flexible, adaptable and responsive to change.
- Ability to work independently, as well as contribute as part of a team.

As an employer, The Children's Aid Society of Hamilton is committed to:

- ***A culture of inclusiveness and diversity reflecting our diverse service recipients, staff, and community alike.***
- ***Providing barrier-free and accessible employment practices.***
- ***In accordance with the Ontario Human Rights Code providing accommodation supports during the selection and interview process if required.***

All employees of the Society are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other.

Interested applicants should submit a current resume to careers@hamiltoncas.com or by or Fax: (905) 522-1089, clearly indicating the Job Posting Number (**File #016/23**) by **July 7, 2023**.