



Job Posting

Reception & Exchange Loft Relief Staff

The Ralph Thornton Community Centre (RTCC) is a dynamic neighbourhood centre involved in community development and social justice in South Riverdale. We collaborate with others to create a healthy, inclusive, and vibrant community.

We are seeking people for the reception desk and Exchange Loft (the Centre's public access computer resource room) to provide vacation and sick relief for permanent staff.

Responsibilities:

- Follow opening and closing procedures as required;
- Staff and maintain a clean, friendly, welcoming reception area;
- Operate the Exchange Loft, supporting volunteers and providing computer and other assistance as requested by users;
- Greet and direct visitors to programs or areas of the building and provide information on the Centre and community events;
- Answer main reception phone line, provide information and referrals, take messages appropriately;
- Respond to and process space booking requests;
- Process payments for program registrations via cheque, cash, credit card, and debit card transactions;
- Make reminder and follow up phone calls regarding coming events, inquiries, ticket sales, etc., as required;
- Write detailed notes in the record binder, especially regarding problems or suggestions for improvement and completing incident reports as needed;
- Track the number of people attending each event or group gathering;
- Evict unauthorized persons from the premises and /or requesting police assistance as necessary;
- Notify appropriate staff of any emergency situations and / or security issues;
- Ensure that Centre users abide by all safety, fire, and security regulations and procedures, and;
- Attend to minor custodial tasks and assist in room set up/tear down, as required.

Qualifications:

- Strong knowledge and experience with various computer programs and applications, including Microsoft Office Suite (Word, Excel, PowerPoint, etc.), internet browsers, website navigation, and the ability to assist others in the use of programs and applications;
- Strong knowledge and experience with office equipment, including computer hardware, photocopiers, printers, and fax machines, and the ability to assist others in their use;
- Strong interpersonal skills with the ability to function effectively with supervisors, other staff, program participants, and rental groups;

- First Aid/Level C CPR Certification (or willingness to obtain prior to the start of the contract);
- Excellent communication skills (oral and written);
- Excellent organizational, time management, and planning skills;
- Able to work with minimal supervision;
- Chinese language skills an asset;
- Knowledge of the Riverdale community an asset;
- Experience (employment or volunteer) in a non-profit community organization an asset.

A Vulnerable Sector Screening (police reference check) is required by the successful candidate prior to hiring.

Rate of Pay: Subject to classification by the City of Toronto, in accordance with the Collective Agreement (CUPE Local 2998)

Hours: Variable.

Shifts are generally 7 hours in duration (excluding half hour unpaid lunch).

Regular shifts for which relief is occasionally required run from 9:30 pm to 5:00 pm (Monday to Friday), 2:00 pm to 9:00 pm (Thursday and Friday), and 9:30 am to 3:00 pm and 2:30 pm to 9:00 pm (Saturday and Sunday).

The Centre operates 7 days per week, and relief shifts may be for weekday or weekend.

Closing Date for Application: Friday 18 August 2017 at 5:00 pm

Please send resume and cover letter by fax, email or mail to:

Glenn Gustafson, Business Manager glenn@ralphthornton.org

Ralph Thornton Community Centre

765 Queen St. East

Toronto, M4M 1H3

Fax: 416 392 0025

In accordance with our collective agreement members of CUPE 2998 will be considered first.

We thank all applicants. Only those selected for an interview will be contacted.