

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

RECEPTION COORDINATOR Temporary Full Time (9-month contract)

JOB ID: C28-24	LOCATION: 30 Centre St, Orangeville ON
JOB TYPE: Temporary Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on March 1, 2024

Reporting to the Program Supervisor the Reception Coordinator acts as the first point of contact with people who are looking for County of Dufferin Services; responsible for carrying out reception and client assistance duties. The Reception Coordinator greets visitors, determines service requirements and provides assistance as needed. The Reception Coordinator also provides information regarding the Ontario Works Program, Housing Services and Children Services.

What we can offer YOU!

- A competitive hourly wage ranging between \$29.55 - \$34.57
- Eligible to enroll in OMERS pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

What you'll do

- Greet visitors, answer questions and determine service requirements
- Answer inquires in person
- Answering the telephone
- Transfer calls and take messages
- Listen efficiently and effectively to determine the needs of the visitor
- Refer/warm hand over of enquires to the appropriate staff member or external service provider
- Supports visitors/clients to complete forms/documentation for County Services, including Ontario Works clients completing documents/assisting with scanning and sending documents directly to meet Electronic Document Management (EDM) requirements
- Support clients using equipment (computers, fax, etc.)
- Ensure that all supplies are readily available to clients (paper, pens, forms, computers functioning)
- Distribute mail to staff several times a day
- Stamp all mail and file in cabinet, if time sensitive, fax and copy/scan to appropriate site
- Track all visitors who visit the reception and enter into excel spreadsheet
- Tally monthly visitor statistics
- Complete monthly and quarterly reports sent to Program Supervisor
- Other duties as assigned

What you'll bring

- Post-secondary certificate or diploma in Administration, Social Services, Human Services or a related field.
- Minimum two (2) years demonstrated experience providing administrative support
- Previous customer service experience required
- Exceptional customer service skills with respect to providing accurate information to and

communicating with, service providers, the general public and/or staff to address a variety of inquiries

- Knowledge of crisis intervention and conflict resolution techniques
- Ability to communicate effectively, both orally and in writing to facilitate interaction with management, employees and representatives from external agencies including the general public
- Knowledge and understanding of supports required in servicing a vulnerable population
- Must provide clear criminal reference check including vulnerable sector screening

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: hr@dufferincounty.ca

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by March 29, 2024. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.