



Feeding hope. Changing lives.

## Receptionist Job Description

**Department:** Programs  
**Branch:** Hastings Chaplaincy & Outreach  
**Location:** 601 East Hastings, Vancouver  
**Reports to:** Assistant Manager, Hastings Chaplaincy & Outreach

### Job Summary:

As a key member of the Hastings Chaplaincy & Outreach Team (HC&O), the Receptionist is responsible for greeting and assisting visitors, volunteers, guests, residents, tenants and staff in a courteous and professional manner. This individual handles routine enquiries, directing more complex issues to the appropriate person or department. The Receptionist also assists in ensuring building security is maintained.

### Main Duties and Responsibilities:

- Model Christ in word and deed.
- Greet and assist visitors, guests, tenants, suppliers, service providers and clients.
- Ensure visitors/volunteers sign in and out, providing the proper identification badge.
- Answer and direct incoming calls (multi-line switchboard) to the appropriate people by being aware of UGM programs and the services we offer.
- Accept courier deliveries for individuals living or working in the building.
- Provide administrative support services, including word processing, filing, preparing reports and other general office duties for HC&O, as directed by supervisor.
- Accept rent/room & board cheques and issue receipts.
- Accept financial donations and issue provisional receipts.
- Ensure reception area and lobby are maintained in a clean and well-organized manner.
- Maintain adequate supply of application forms for recovery/housing, sign in/out books, and other required materials.
- Monitor the building security through camera security system and contact appropriate individuals if there are any concerns.
- Monitor age, sobriety, gender of guests coming into the building, and appropriately enforce boundaries and rules about such things as access and use of the lobby, referring to other staff when required.
- Manage keys, ensuring they are signed out and that the keys for vehicles are only given to authorized drivers of UGM vehicles, who have a reservation on the Hub.
- Check incoming mail for HC&O items and distribute to staff accordingly.
- Order, track and receive stationery items for HC&O.
- Provide support to staff and departments, as needed and when appropriate.
- Keep the Reception Manual and other binders at reception up-to-date.
- Attend and participate in team meetings, training, and development opportunities.
- Foster open communication with other departments.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Perform other duties as assigned.

## Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see [www.ugm.ca](http://www.ugm.ca)) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Intermediate computer skills (Excel, Word and Outlook).
- Minimum Grade 12 education.
- Ability to set appropriate boundaries with demanding individuals and deal with individuals in crisis in an appropriate manner.
- Professional presentation and demeanour.
- Strict attention to detail.
- Self-awareness and awareness of environment.
- Ability to prioritize multiple tasks and requests.
- Ability to function independently.

## Behavioural Competencies:

- **Adaptability/ Flexibility (Level 2)**  
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 2)**  
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Client-Service Orientation (Level 1)**  
Provide service excellence by focusing efforts on discovering and meeting needs within personal, professional, and organizational capacities and boundaries.
- **Effective Communication (Level 2)**  
Provide verbal and written communication that builds trust, respect, and credibility, and includes active listening skills and non-verbal communication.
- **Interpersonal Rapport/Savvy (Level 2)**  
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Self-Care (Level 2)**  
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Self-Management (Level 2)**  
Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.
- **Teamwork and Cooperation (Level 1)**  
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

## Working Conditions:

- **Work Location**  
Work is generally performed indoors within an office environment, with standard office equipment available.
- **Physical Requirements**  
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 10% of the time. Employee is required to look at a computer screen and use a keyboard for up to 75% of the time, and to manage a switchboard. The employee is required to see, talk and hear.
- **Work Conditions**  
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems.
- **Hours of Work**  
This position works a day shift. Some weekend or evening work may be required. Some overtime may be required. Working on statutory holidays may be required.

- **Hazards**

Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.