

POSITION DESCRIPTION: RECEPTIONIST & OFFICE CLERK

| SECTION 1 POSITION TITLE, REPORTING AND STATUS | |
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| Position Title: Receptionist & Office Clerk | |
| Reports to: Senior Manager of Finance | Direct Reports: None |
| Job Status: Full time | Hours of Work: 37.5 |
| Effective Date: January 2024 | Revision Date: January 2027 |

SECTION 2 POSITION SUMMARY

The Receptionist & Office Clerk is responsible for a range of accounting functions, administrative support and aspects of the physical office space, and telephony. Accounting tasks relate to A/P (invoice entry, making payments), supporting Supervisors with enrollments, and billing. Office administration responsibilities are varied in nature and support the smooth operation of the physical office including as-needed clerical support to the Human Resources Department and the Senior Management team.

SECTION 3 DUTIES AND RESPONSIBILITIES

The key duties and responsibilities comprise of the following:

3.1 Resource to the Senior Manager of Finance

- (i) Report to the Senior Manager of Finance (the “Manager”) on any organization trends or situations that could impact the administrative functions and overall performance of Umbrella Family;
- (ii) Report to the Manager on any developments that will influence the overall financial stability and/or viability of the Umbrella Family; and
- (iii) Prepare background or financial information as required by the Manager.

3.2 Compliance with Legislation, Regulations and Organizational Policies and Procedures

- (i) Ensure compliance with applicable legislation and regulations pertaining to the finances of the Umbrella Family.
- (ii) Ensure compliance with the organization’s policies and procedures.
- (iii) Inform the Manager of any areas of non-compliance with legislations, regulations and the organization’s policies and procedures.

3.3 Risk Management

- (i) Inform the Manager of situations that could create potential risk and liabilities for Umbrella Family.
- (ii) Support and implement elements of the organization’s risk management plan as required.

3.4 Finance Processes

- (i) **Accounts Payable:** Code invoices, calculate taxes, validate data and enter invoices in system, distribute cheques. Process expense reports, issue monthly company credit card statements and receive supporting expense reimbursements, and other related activities.
- (ii) **Accounts Receivables:** Support Supervisors with enrollment and billing inquiries. Review billing reports for accuracy before processing. Receive any payments made at Head Office.

- (iii) **Subsidies:** Support Program Supervisors to administer family subsidies.
- (i) **Payroll:** Input new hire data in payroll and benefits systems, support staff with password resets and other basic payroll system tasks. Maintain employee benefits and RRSP information in corresponding systems, including adding new employees, making changes and terminating employees.
- (iv) **Rentals:** Enter permits into the HWDSB system; coordinate access cards for all HWDSB sites.
- (v) Maintain Head Office petty cash fund including dispensing cash, recording reason for disbursement, attaching receipts and doing preliminary cash count and accounting for variances.
- (vi) Input accurate information in Accounting, Payroll and Child Care Management systems as required and according to processes.

3.5 Office Administration Functions: Head Office

- (i) Maintain opening and closing procedures for Head Office.
- (ii) Coordinate coverage of reception at all times during business hours.
- (iii) Greet all visitors, contact the appropriate staff member, and respond to any requests.
- (iv) Ensure guests and staff experience a welcoming and clean environment.
- (v) Act as first point of contact for all external vendors including landlord office vendors, photocopier, office cleaners, etc.
- (vi) Answer main telephone lines, and collect general voicemails and emails on daily basis.
- (vii) Oversee inventory of office supplies and place orders with vendor.
- (viii) Ensure kitchen is tidy and stocked with essentials.
- (ix) Arrange for hydro, repairs, shredding, and other services at head office and across the locations as required.
- (x) Coordinate and maintain all internal mobile devices, which includes being the first point of contact with the mobile provider.

3.6 Clerical/Administrative Support

- (i) Provide confidential administrative support on an as-requested basis to the Senior Management Team, including but not limited to filing, minute taking, scheduling, organizing meetings and events, board materials and communication, school bids.
- (ii) Coordinate annual community meetings, including but not limited to, booking a venue, coordinating speaker, registrations, awards and gift.
- (iii) Maintain shared Boardroom calendar and book meetings as requested.
- (iv) Support colleagues in using various aspects of technology, particularly functions within the Microsoft Office Suite.

3.7 Information Protocols and Systems

- (i) Ensure appropriate protocols are followed to protect and safeguard financial and human resources information according to privacy legislation, regulations and organizational policy.
- (ii) Ensure quality and accuracy of any data collection associated with this position.

3.8 Health and Safety

- (i) Take initiative, when require, to identify and address any health and safety issues.
- (ii) Advise the Manager of Finance of any health and safety issues that require a broader organizational response.

3.9 Communications

- (i) Maintain regular communications with supervisors and managers, colleagues and the Manager of Finance as required.
- (ii) Implement instructions in the Crisis Communications Plan as directed; and
- (iii) Attend staff meetings, as required.

3.10 Professional Development

- (i) Participate in a performance evaluation process conducted by the Manager of Finance and follow up on any stated actions and/or goals; and
- (ii) Attend professional development opportunities recommended by the Manager of Finance to enhance overall knowledge and/or performance.

SECTION 4 AUTHORITY

The Manager delegates authority to the Receptionist & Office Clerk to:

- (i) Manage their responsibilities within the established organizational policies, priorities and outcomes.
- (ii) Fulfill their responsibilities duties in an effective, efficient and customer focused manner.

SECTION 5 ACCOUNTABILITY

The Receptionist & Office Clerk is accountable to the Manager to:

- (i) Exercise leadership to carry out job responsibilities.
- (ii) Ensure that any applicable legislation, regulations, and policies and procedures of the organization are not violated.
- (iii) Ensure that assigned duties are carried out in an effective, efficient and timely manner.
- (iv) Minimize any risks and legal liabilities for the organization. Contribute to a safe, healthy and productive work environment.
- (v) Contribute to a safe, healthy and productive work environment.
- (vi) Maintain a harmonious working relationship with employees, supervisors, the management team and any applicable community partners.
- (vii) Provide reliable and timely information related to the responsibilities, as required.
- (viii) Act in a way that upholds the positive and professional reputation of the organization as perceived by the community and Umbrella clients.

SECTION 6 QUALIFICATIONS

The **minimum** qualifications for the Receptionist & Office Clerk are as follows:

6.1 Education, Professional Designation and Certification Requirements

- (i) College diploma in Office Administration or Business Administration or equivalent. Experience in accounting would be an asset.

6.2 Experience, Knowledge and Skill Requirements

- (i) 1-3 years office, accounting and/or clerical experience;
- (ii) Experience using accounting, payroll and child care management software is an asset;
- (iii) Strong knowledge of MS Office Suite is required, particularly Word, Excel and Outlook. Working knowledge of Sage and Dayforce would be considered an asset;

- (iv) Professional oral and written communication skills necessary to interact tactfully and effectively with a variety of internal and external stakeholders;
- (v) Demonstrated skill in analysis, problem solving and decision-making;
- (vi) Ability to work both independently and as a team member to achieve outcomes; and
- (vii) Ability to focus on established priorities and meet deadlines.

6.3 Competencies and Judgment

- (i) Coordinate assigned financial and payroll duties in an ever-changing environment;
- (ii) Maintain confidentiality through access to private and sensitive information.
- (iii) Use professional judgment on a daily basis.
- (iv) Maintain control and poise in difficult and frustrating situations;
- (v) Accommodate competing demands.
- (vi) Communicate orally and in writing with colleagues, funders, guests and professionals; and
- (vii) Maintain confidentiality.

SECTION 7 WORKING CONDITIONS

The working conditions for the Receptionist & Office Clerk are as follows:

- (i) **Physical Effort:** Frequent requirements for manual dexterity / coordination for computer use; Regular requirements for light physical exertion, such as sitting, standing, walking and operating office equipment; Minimal requirements for heavy physical exertion, including the ability to lift up to 25 lbs (e.g. lifting a child, moving a heavy box of office supplies).
- (ii) **Mental Effort:** Regular requirement for low-intensity mental, visual or aural concentration for such activities as reading, inputting data, taking notes; Occasional requirement for high intensity mental, visual or aural concentrations such as analysing large volumes of data, listening to calls / presentations or face – to face interactions of a more complex nature.
- (iii) **Multi-Tasking/Peak Periods:** Occasional requirement for multi-tasking, simultaneous multiple urgent demands and / or work requiring attention to detail, subject to frequent, regular interruptions or peak periods requiring an accelerated work pace or deadlines.
- (iv) **Work Schedule:** Salaried position based on 37.5 hours/week, Monday to Friday. This position is not required to be on-call but may be required to flex hours to accommodate head office activities, vendor visits, etc.
- (v) **Unpleasant / Hazardous Conditions:** Minimal exposure to uncomfortable, challenging and hazardous conditions such as dust, noise, odours, verbal or physical conflict, aggression or abuse, etc.
- (vi) The position is performed in an office environment.

SECTION 8 INTERNAL AND EXTERNAL RELATIONSHIPS

The Receptionist & Office Clerk will maintain regular contact with the following:

Internal Relationships

- (i) Manager: To liaise in the execution of financial and payroll responsibilities; to report on progress and receive direction, as needed (Daily);
- (ii) Accountant: To coordinate workflow and support functions (Daily);
- (iii) CEO and Senior Management: To receive direction regarding Administrative Support (Weekly)
- (iv) Human Resources: To receive updates regarding staffing changes to ensure accurate employee records within payroll system (Weekly).
- (v) Other colleagues: To liaise and provide support for boardroom booking, as required. (Monthly).

External Relationships

- (i) Vendors: To follow up regarding status of payments (Monthly)
- (ii) Members of the Public: To respond to general inquiries (Daily)
- (iii) HWDSB: To communicate regarding permits and access cards. (Weekly)

SECTION 9 EMPLOYMENT CONDITIONS

Specific employment conditions of the Receptionist & Office Clerk include the following:

- (i) Satisfactory Police Reference Check for the Vulnerable Sector.

This job profile provides an overview of the minimum requirements of the position and does not include all of the duties inherent, included or associated with the job or with the performance of the job. The Leadership Team reserves the right to make changes to the job profile as it sees fit to meet the needs of the organization.