



Job Title: Receptionist

Casual

Menno Place is one of BC's largest campuses-of-care ranging from independent living to complex care for 700 residents over 11.5 acres in Abbotsford, BC. Founded in 1953 by the Mennonite Benevolent Society, Menno Place has the privilege of serving the physical, emotional, spiritual and relational needs of residents, families and staff alike.

Menno Place is seeking a casual Receptionist with demonstrated ability to provide exceptional person-centered customer service that exceeds expectations and supports the positive reputation of Menno Place. As the first point of contact and continued point of reference for assistance and information, this individual is adept at all inter-personal communication, including in-person, phone and online communication. They interact positively, taking time to engage in casual conversations and convey a sense of belonging and care for each individual they encounter. All the while, they are providing administrative support and communications in a team-based multi-tasking, fast-paced environment.

The successful candidate will be responsible to:

1. Warmly greet residents and visitors as the point of reference for inquiries for information and services.
2. Interact positively, responding to concerns by finding appropriate solutions to resolve problems to the satisfaction of all parties involved.
3. Provide secretarial, reception and communication services, such as booking guest suites, providing administrative support for move-ins and move-outs, compiling and updating information, maintaining filing systems, updating email newsletters, social media, booking tours and participating in projects as outlined by the Director of Communications and Stakeholder Engagement.
4. Build positive relationships with residents, families and staff, coordinating with managers to ensure excellence in services related to move-in, move-out and ongoing resident experience.
5. Work closely with the Life Enrichment Coordinator and participate in the Resident Experience Team to ensure a coordinated and person-centered approach to services and inquiries.
6. Be thorough and detailed in use of online computer applications to organize, log, book tours, manage requests, incidents and resolutions.

QUALIFICATIONS

Education, Training and Experience

- Minimum grade 12 education with supplemental administration courses, event planning, hotel management or hospitality training; 2 years of related experience or an equivalent combination of education, training and experience.
- Proficient in Word, Excel, Publisher and Outlook.
- Experience with Senior Care, Goldcare, Point Click Care an asset.

- Effective in using online communication tools, including Twitter, Facebook, Instagram, Wordpress, Customer Relationship Management (Highrise) and other related applications.

Skills and Abilities

- Self-motivated, decisive, responsible and driven to achieve goals. Strong multi-tasking skills.
- Ability to organize work, functioning independently with initiative, diligence and good judgement, to meet established deadlines.
- Ability to learn new software applications in a fast moving and demanding environment.
- Ability to operate related equipment.
- Strong inter-personal skills, exceptional oral and written communication skills in English.
- Is known as a warm, friendly, positive and engaging individual.

Health & Safety

- Is aware of their rights and responsibilities and follows all health and safety policies and procedures.
- Works safely to reduce the risk of injury to self, co-workers, and residents.
- Is alert to and promptly reports all actual or potentially hazardous situations to immediate supervisor. Does not operate or use faulty equipment.
- Promptly reports personal injury to supervisor and seeks first aid as needed.
- Participates in fire safety demonstrations and fire drills, and knows the facility fire and disaster plan.

Compensation

Competitive compensation

Prerequisite for hire: Criminal Record Check

Check us out at <http://www.mennoplace.ca>. If you are interested in this opportunity please email your resume to recruitment@mennoplace.ca. We thank all applicants however we will only be contacting short-listed candidates.