Job Description

Job Title:	Receptionist
Department:	AccessAbility Services
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	June 2024

Primary Purpose

The Receptionist is accountable to the Administrative Manager, and is responsible for reception duties related to the Associate Provost, Campus Support and Accessibility (AP, CSA) Office, with a primary focus on AccessAbility Services (AAS). As a front-line staff member, the Receptionist is responsible for scheduling appointments, providing information to clients, and offering outstanding customer service to students, staff, faculty, and parents who connect with AAS. This position, which is crucial to the smooth operation of the office, works with confidential information and handles sensitive information responsibly and in compliance with privacy regulations.

Key Accountabilities

Customer Service/Reception

- Provides exceptional customer service to students and other stakeholders. This involves an awareness and sensitivity to a variety of disabilities that might cause disruptions, challenges, and disputes in the office or on the phone.
- Answers phones, takes messages, directs calls, and answers 'tier 1' (general) questions
- Responds to select inquiries made to the AccessAbility Services general email account
- Escalates inquiries as necessary to appropriate subject matter experts
- Use knowledge of University to ensure students are directed to appropriate campus support services and resources
- Directs traffic flow within AccessAbility Services

Appointment scheduling and support

- Schedules appointments
- Greets and checks-in clients who arrive for appointments
- Supports short-notice staff absences by rescheduling appointments
- Assists students with completing required forms for their appointments (e.g., consent form), ensuring the forms are appropriately uploaded to a student's record
- Assists in the preparation of client appointments, including pulling client files when needed

Handling confidential information

- Appropriately handles confidential health and education records (receives and uploads documents to AAS system)
- Organizes and maintains filing system (includes confidential medical and educational records)
- Maintains an orderly front desk ensuring confidentiality of student files and documents
- Keeps record of student-related documents delivered to AccessAbility Services

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education • Postsecondary degree or certificate in relevant field and/or suitable combination of education and experience . Specific education or training in Office Administration, Business Administration, or related discipline is an asset
Experience • Experience in customer service • Experience working with individuals with disabilities, and securing appropriate support for persons in a crisis, is an asset. • Previous experience in a secondary or post-secondary school work environment is an asset.
Knowledge/Skills/Abilities • Demonstrated ability to perform reception duties • Strong computer literacy with Microsoft Word and Excel and basic computer literacy with PowerPoint • Exceptional client service approach, including the application of a trauma-informed, anti-oppressive approaches. Ability to manage strong emotions, offer support, and utilize de-escalation skills when necessary • Demonstrated ability to work collaboratively in a diverse team • Attention to detail and accuracy • Ability to remain flexible and respond to competing demands in a fast-paced environment • Ability to exercise sound judgement and diplomacy and discretion when handling confidential and sensitive information • Excellent interpersonal and communication skills • Strong organizational and attention skills

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with staff within the AP, CSA Office, other departments across campus (Student Success Office, Campus Wellness, the Centre, etc.), and the six faculty units. Externally, this position may interact with prospective students and their family member's, professional associations and/or other institutions.
- **Level of Responsibility:** This position is responsible for supporting reception duties within AccessAbility Services ensuring that all documented procedures are met. Responsible for ensuring confidentiality of student health information is maintained. This position has defined duties and responsibilities with no direct reports.
- **Decision-Making Authority:** Decisions are made in collaboration with the Administrative Manager.
- **Physical and Sensory Demands**: This role in an office setting that involves minimal physical demands and moderate sensory demands typical of a busy customer focused environment with varying levels of interruptions. Extensive periods of sitting and concentrated use of visual senses. The role will require an ability to listen (answer phones, listen to customers), type, and verbally respond to clients. The position requires close attention to detail, thoroughness, and accuracy, which requires mental alertness, concentration, and focus.
- **Working Environment:** Involves moderate physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This

is due to the potential exposure to emotionally disturbing interactions with people who are upset, angry, abusive, aggressive, unstable or potentially posing harm to self or others. Regular interruptions to support customers is to be expected. Some weekend and after-hours work is required during the peak periods.