



Job Posting

FRONT DESK RECEPTIONIST /ADMIN

One-Year Full-time contract (35 hrs a week)

Barbra Schlifer Commemorative Clinic offers trauma-informed legal services and representation, counselling and multilingual interpretation, and drives system transformation to support women and gender-diverse people who have experienced violence. Rooted in the foundations of intersectionality, innovation, and a client-centered approach, we foster the skills and resilience of the people we serve and amplify their voices to create individual and collective change.

We are seeking a FRONT DESK RECEPTIONIST /ADMIN to join the Clinic's Operations Team for a full-time, 1-year contract .

The Front Desk is the first point of contact for those visiting the Clinic, therefore the impression created is very important. How people feel about us and our organization is strongly influenced by the first impression we make on clients and visitors. The Front Desk needs to ensure that all visitors and clients to the Clinic feel welcomed and comfortable.

DUTIES AND RESPONSIBILITIES

All duties and responsibilities will be conducted in accordance with Barbra Schlifer Clinic's Mandate, Mission and Values Statements.

FRONT DESK

- Welcomes visitors and clients, identifies purpose, directs them to appropriate staff and meeting place
- Responds to telephone calls and deals with them appropriately and provides Clinic information.
- Listens to and validates client concerns when they cannot access services right away
- Maintain the cleanliness of the welcome desk and other common areas of the Clinic
- Performing hospitality duties such as keeping coffee, tea and water available
- Posting statutory holiday notices, monitoring security cameras and voicemail management
- Screening/scheduling staff, clients, appointments and commonly use space. Supports with health and safety/maintaining sanitizer, purifiers and hallways are safe for staff.

ADMINISTRATION

- Receives, prepares and distributes mail, courier packages, and faxes
- Responds to telephone and email inquiries
- Maintains a record of staff's daily and weekly schedules, and monthly logs
- Organize office space distribution and update the floor plan
- Photocopies, scans and binds a variety of documents
- Sets up and maintains an organized accessible filing system of electronic and hard copy files
- Prepare and format a variety of documents as required
- Provides administrative support to Operations

OFFICE COORDINATION AND EQUIPMENT MAINTENANCE

- Identifies issues with and coordinates maintenance and repair activities of office equipment such as the photocopiers and postage meter and building maintenance
- Maintains inventory and orders office and other supplies
- Maintains inventory of pamphlets, flyers, and other resource materials
- Maintains records of all purchases pertaining to Operations
- Train staff on the use of alarm systems and issues office keys and security passes
- Train volunteers and administrative staff with duties and tasks of Front Desk
- Provides support to clients in the use of office equipment such as telephones and computers
- Support intake to manage walk-ins and support clients of different programs with requests (presto cards, food vouchers)

AGENCY AND TEAM SUPPORT

- Works collaboratively with and supports the diversity of women

OTHER

- Complies with Clinic and funder policies and procedures.
- Performs other tasks as assigned by management

KEY RELATIONSHIPS

- The Front Desk Receptionist is a member of the Clinic's Interpreter Services & Operations Department and will work collaboratively with other staff, as appropriate
- The Front Desk Receptionist will report to and be supervised by the Director of IS & Operations or her designate

MINIMUM QUALIFICATIONS

- Post-secondary degree or diploma or other equivalent education
- Experience working with women survivors of gender-based violence
- Strong understanding of feminist, anti-oppression and anti-racist frameworks
- Ability to have compassion for and communicate effectively with clients
- Ability to exercise sound judgment when encountering difficult situations or performing job responsibilities
- Strong interpersonal and communication skills with both clients and workers; communication is grounded in an understanding of trauma and its impacts
- Excellent organizational and time management skills
- Intermediate to advanced computer skills and familiarity
- Commitment and openness to feedback from management and peers and to ongoing enhancement of skills as well as continued professional development
- Ability to multi-task and remain decisive

CORE COMPETENCIES

- Commitment to working collaboratively with and supporting women of diversity within the context of a diverse agency
- Engagement in a self-reflective, ethical and collaborative practice that is non-judgmental and empathic and reflects the vision and mission statements of the Clinic
- Incorporation of principles of diversity and equity in responding to the service needs of women
- Commitment to working toward removing systemic barriers to women's independence and wellbeing
- Excellent interpersonal, organizational, time-management and critical thinking skills, written and oral communication skills
- Ability to work and support others in the context of a diverse environment
- Ability to work independently and as part of a team in a multi-disciplinary environment
- Be a self-starter, creative and highly motivated
- Share ideas and differences in the spirit of collaboration and cooperation
- Commitment to ongoing personal and professional development

SALARY: \$47,320 annually

The position includes a comprehensive health benefits package offered through a group plan as part of our United Way membership upon satisfactory completion of a 3-month probationary period

DURATION: 12 months FT (35 hours/week)

DEADLINE: September 20, 2026. Posting will remain open until a suitable candidate is engaged

APPLICATION: Submit your cover letter and resume by email as ONE attachment to:
hr@schliferclinic.com with the subject line of FRONT DESK RECEPTIONIST /ADMIN

Barbra Schlifer Commemorative Clinic is an equal-opportunity employer that welcomes candidates from equity-seeking groups and is committed to providing accommodations for people with disabilities. Please let us know if you require accommodation due to a disability during any aspect of the recruitment process, and we will work with you to address your needs.

We wish to thank all applicants for their interest, however, only those selected for an interview will be contacted.

NO PHONE CALLS PLEASE.