



Elementary Teachers' Federation of Ontario (ETFO)  
Fédération des enseignantes et des enseignants de l'élémentaire de l'Ontario (FEEO)  
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## EXTERNAL POSTING FOR PERMANENT VACANCY RECEPTIONIST

The successful candidate will:

Provide reception support, including, but not limited to:

- Provide confidential, professional support of a general, specific and/or complex nature within assigned area of responsibility.
- Prioritize and complete a variety of complex assignments efficiently and effectively while recognizing short timelines.
- Exercise judgment with respect to urgency and importance of inquiries, requests, and daily workload, meeting established deadlines.
- Assist assigned backup as required, and senior/support colleagues where possible, during peak workload times.
- Date stamp (where appropriate), sort, prioritize, and redirect incoming mail, documents, faxes, emails, etc.
- Maintain accurate files related to area of responsibility with ability to retrieve quickly and efficiently in computer generated files.
- Answer, screen, and/or direct to appropriate staff officer, service area, or other institution, all telephone calls in a courteous, professional manner ensuring the confidentiality of conversations and information.
- Provide exceptional service to members.
- Perform other duties as assigned by the manager or designate.

Skills required for this position include, but are not limited to:

- Strong communication skills, both written and oral.
- Strong organizational skills with the ability to multi-task, thrive in a fast-paced environment, adapt quickly to change, and develop new skills.
- Ability to communicate positively with staff members, political, and organizational representatives, while maintaining a high level of professionalism and confidentiality.
- Excellent knowledge of office procedures, filing systems, telephone systems, and other office-related equipment.
- Good understanding of the objectives, organization, programs, and services of the Federation.
- Ability to use Windows, Microsoft Office (Outlook, Access, Excel, Word, PowerPoint), Internet Explorer, etc.
- Ability to learn other computer applications and apply to assignments, with reasonable training and timelines.

Interested applicants are required to submit a letter of application and a resume to [etfohr@etfo.org](mailto:etfohr@etfo.org). Applications must be received no later than 5:00 p.m., December 7, 2018, quoting posting #20181917 in your subject line.

***ETFO is an equal opportunity employer. As such, it encourages groups who have been historically disadvantaged with respect to employment to apply for positions in the Federation. Individuals are encouraged to self-identify.***

***ETFO is committed to a selection process and work environment that is inclusive and barrier free. We strive to meet the accommodation needs of persons with disabilities and accommodation will be provided in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). Applicants need to make any accommodation requests for the interview or selection process***