

**Position Title:** Evening Concierge  
**Reports to:** Vice President, Program and Stakeholder Engagement  
**Works closely with:** Receptionist/Hub Program Assistant  
**Direct Reports:** none  
**Date Prepared:** August 2023

### **Ottawa Regional Cancer Foundation**

The Ottawa Regional Cancer Foundation harnesses the power of our community to deliver life-changing results for those touched by cancer. We offer a Cancer System Navigation program as well as a variety of other supports to improve the health and well-being of cancer survivors and their family.

For more information, please visit [www.ottawacancer.ca](http://www.ottawacancer.ca).

### **Purpose of Position:**

The person in this contract position will offer evening reception services to support operations of the Cancer Foundation's office and the Cancer Hub. There may be occasional opportunities to work during daytime hours as well. This individual creates a warm, welcoming, and supportive environment for clients and guests of the Ottawa Regional Cancer Foundation.

### **Accountabilities:**

#### **Evening Concierge**

1. Perform occasional receptionist functions such as: placing outgoing calls; receiving and welcoming clients and guests (in person or by phone), directing them to the appropriate staff member or location, opening and/or closing the office.
2. Respond to clients, prospective clients and guest inquiries (by phone or in-person) in a courteous and timely manner. Report and track inquiries and support outreach efforts by sharing appropriate information with Receptionist/Program Assistant
3. Protect client confidentiality by making sure health information is secured by not leaving it in plain sight and logging off the computer before leaving it unattended.
4. Operate office equipment, such as phone, computer, photocopier, fax, printer, postage machine, etc. notifying the appropriate person when the equipment is malfunctioning.
5. Responsible for keeping the reception area clean and organized, stocking supplies, maintaining office furniture in the reception area and patio, and maintaining the key system during evening hours.
6. Responsible for following and ensuring compliance with public health and organizational directives as appropriate (i.e. during a pandemic) during evening hours.
7. Stay up to date and knowledgeable on the various services provided at the Centre and the related processes and procedures for clients to follow (i.e. health and safety requirements for COVID)
8. Other related duties, as assigned.

#### **Authority / Challenges**

This position is required to follow policies and procedures. A supervisor is available to respond to questions and approval is required for unusual circumstances.



The performance of this role has a direct impact on the Foundation's public image and client service.

**Knowledge/Skills/Abilities:**

- Excellent interpersonal, listening and communication skills; communicate effectively with the public, all levels of staff, and clients experiencing varying levels of health distress (emotional, angry); be discreet, respectful and diplomatic;
- Experience working in a client facing health care or community services setting
- Excellent computer skills and ability to troubleshoot with clients (tech support) in person or on the phone;
- Excellent customer service with the ability to build and nurture relationships;
- Operates office equipment, such as computer, photocopier, fax, and other office equipment;
- Strong prioritizing and organizing, project and time management skills; meets deadlines;
- Exceptional attention to detail;
- Work with minimal supervision;
- Maintain confidentiality;
- Possess strong analytical thinking and judgment skills.
- Creativity and a desire to support the development of the Cancer Hub

**Employment Requirements:**

Education: Minimum required; College Diploma in a related field  
Experience: Minimum of 1 year of related work experience including clerical, secretarial, program management or administrative work; experience in a non-profit/community environment (people facing).  
Language: English required and bilingual (English and French) preferred; other languages considered to be an asset

**Preferred Starting Date:** October 3/2023

**Salary & benefits:**

- Part-time (maximum 15 hours a week), 6 month contract, possibility of renewal
- Hourly \$24.00/hr

Recruitment is ongoing, however we recommend that you submit your letter of interest along with your résumé on or before September 8th, 2023 to [NPraamsma@ottawacancer.ca](mailto:NPraamsma@ottawacancer.ca)

Please note the following:

- The subject line of your email should read "Evening Concierge"
- The file name for your resume should read: "(last name)\_(first name)\_ Resume"
- The file name for your cover letter should read: "(last name)\_(first name)\_ Cover Letter"

We know applying to a job takes time and thank all candidates for their interest. Only short-listed candidates will be contacted for an interview.