



Front Desk Reception (3 month contract)

ABOUT US

Campfire Circle has offered healing through happiness for thousands of kids and families affected by childhood cancer since 1983. It's where kids can be kids, and families can be families—engaging in camp-inspired community, in-hospital, and overnight camp programs, at no cost to them. As a privately funded organization, Campfire Circle donors make thousands of life-changing experiences possible for Campers throughout the year, all across Ontario.

THE OPPORTUNITY

Campfire Circle is currently seeking candidates to fulfill Front Desk Reception duties at our Toronto office. This role is crucial in creating a positive, welcoming first impression for visitors to the office. This is a full-time role for a 3 month contract with the possibility to extend the contract or permanent placement.

The key accountabilities of this role include:

- Greeting visitors (maintenance personal, couriers, donors, vendors, etc), at the reception area. Completing sign in procedures and directing the guest to waiting area or meeting room.
 - Coordinate donor visits with the Development department anticipating who is visiting the office and the logistics to ensure excellent donor stewardship.
 - Coordinate service provider visits with the Operations department.
 - Receive deliveries and coordinate with the appropriate recipients.
- Answer and direct incoming phone calls to the appropriate department or individual.
- Overseeing outgoing couriers, ensuring the most cost effective methods are used and accurately tracking of spending.
- Manage the postage machine, ensuring rates are up to date and posting/ mailing supplies are readily available. Provide training to staff and volunteers on the use of the postage machine.
- Ensure the front desk area is tidy and welcoming to guests.
- Provide ad hoc administrative support to other departments.

QUALIFICATIONS

- High School Diploma or equivalent experience.
- Previous experience in a receptionist or customer service role is a plus.
- 2+ years working in a customer facing role.
- Excellent verbal, written and listening communication skills.
- Proficiency in Microsoft Office (Outlook, Excel and Word) preferably in 0365 environment.
- Detail oriented and great organizational skills.
- A commitment to exceptional customer service and a pleasant phone manner.
- A great work ethic, punctual and reliable.
- Proven ability to be flexible with work assignments and seeks out opportunities to others in the office.
- Access to reliable transportation within commuting distance to downtown Toronto.



In accordance with our mandate of creating a caring and safe environment for ill children and their families, we require attestation of childhood vaccinations, updated Police Record with Vulnerable Sector Screening, and proof of full vaccination against COVID-19 for all of our staff. We also require that all staff be currently eligible to work in Canada and for Campfire Circle.

WORKING CONDITIONS

- This role is based at our Toronto office, full-time 5 days a week working in an open office setting.
- This role has physical demands on occasion related to deliveries, which will include lifting, carrying, pushing, and/or pulling, and some stooping.
- In consideration of the population Campfire Circle serves, the incumbent is a non-smoker.

COMPENSATION

This position offers a competitive rate of \$18.00 to \$20.00 per hour.

HOW TO APPLY

Please send a cover letter, resume and expected salary to careers@campfirecircle.org with the email subject reading **2024004 – Front Office Reception**

Don't meet every single requirement in this posting? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. If you're excited about this role but your past experience doesn't align perfectly with every qualification or requirement we encourage you to apply anyways. You may be just the right candidate!

This posting will remain open until filled. Only applicants selected for an interview will be contacted. For more information about Campfire Circle, please visit www.campfirecircle.org - No phone calls please.

ACCESSIBILITY & DIVERSITY, EQUITY AND INCLUSION

Campfire Circle is strongly committed to diversity within its community and welcomes applications from racialized persons/persons of colour, Indigenous People of North America and the world, persons with disabilities, 2SLGBTQIA+ persons, and those who may contribute to the further diversification of ideas. We are committed to providing equitable opportunities in employment and to providing a workplace which is free from discrimination and harassment.

We are equally committed to providing an inclusive and accessible workplace. Applicants requiring accommodations to access our job postings and apply for roles with our organization are invited to reach out to our HR Team at careers@campfirecircle.org or in a manner that fits their accessibility needs, and can trust that their application will be considered equitably for our available roles. Contact information for our HR Team is located on our website at <https://campfirecircle.org/work-at-campfire-circle/>, and more information about our accessibility commitments can be found at <https://campfirecircle.org/about-campfire-circle/accessibility-at-campfire-circle/>.





Campfire Circle is grateful for Indigenous communities' stewardship of the land that we occupy—including the traditional territory of many nations including the Anishinaabeg, the Chippewas, the Haudenosaunee peoples, and many other diverse First Nations, Inuit and Metis peoples. We aspire to be deserving stewards of the land, in partnership with them.