



*Calgary Immigrant Women's Association is a not for profit immigrant serving agency established in 1982. CIWA's Mission is to engage and integrate all immigrant women and their families in the community. We are seeking an individual who shares our values of Integrity, Equity, Inclusiveness, Innovation and Leadership.*

*Empower Immigrant Women. Enrich Canadian Society.*

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**Receptionist**  
**Full Time - 40 hrs per week**  
**Competitive salary and benefits package**

Reporting to the Human Resources and Administration Manager, the Receptionist position is responsible for overseeing the 4<sup>th</sup> floor reception at CIWA as the first point of contact for clients and visitors. As part of the administration department, this position is also responsible for providing administrative support to the team when needed.

**DUTIES AND RESPONSIBILITIES**

- Welcome and greet all CIWA's clients, visitors, partners, etc. in an appropriate and welcoming manner
- Providing Marketing and Outreach administration by coordinating brochures and inserts for office and for outreach events
- Keep marketing inventory up to date working with communications staff
- Provide all administrative support for agency events: names tags, lists, etc.
- Provide back-up switchboard support to the 2<sup>nd</sup> floor, taking calls as needed
- Assist drop-in clients by referring them to the appropriate department
- Respond immediately to people entering CIWA
- Maintain the appearance of the CIWA's reception area by keeping space neat and tidy
- Maintain the 4<sup>th</sup> floor photocopier and mail room by checking twice daily and ensuring that paper and other stationery supplies are maintained at all times and the area is tidy
- Assist with printing, organizing and filing client service files monthly
- Assist with supplies and facilities for 4<sup>th</sup> floor when needed
- Provide support for facilities and equipment booking emails
- Other administrative support to the Administration and programs as needed
- Attend and participate in CIWA events
- Other duties as assigned by the Manager

**STANDARDS OF PERFORMANCE**

- Ensure that professional approach is aligned with CIWA values
- Maintain a positive working relationship with all staff and volunteers of CIWA
- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Demonstrate a high level of administrative and IT capacity

**QUALIFICATIONS**

- 3+ years' experience in a front office or administrative position. Non-profit experience would be an asset.
- Successful completion of administration diploma or a combination of administration education and experience

- A high level of computer literacy including Microsoft office
- Professional approach to work and ability to stay focussed on work in a busy environment
- Excellent communication and time management skills
- Excellent ability to deal with people of different cultural backgrounds in various situations
- Ability to remain calm and composed under pressure
- Excellent organizational skills and multi-tasking ability
- Second language is an asset

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association

Suite 200, 138 - 4<sup>th</sup> Avenue SE

Calgary Alberta T2G 4Z6

Fax 403.264.3914

Email [careers@ciwa-online.com](mailto:careers@ciwa-online.com)

*The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.*