



*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**  
**6 month contract position (mat leave)**  
**Full time - 40 hours per week**

Reporting to the Human Resources and Administration Manager, the Receptionist position is responsible for overseeing the 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 additional administrative duties.

**DUTIES AND RESPONSIBILITIES**

- Welcome and greet all CIWA's clients, visitors, partners, etc. in an appropriate and welcoming manner
- Manage CIWA switchboard handling all telephone calls in professional manner, effectively respond to all inquiries, take messages and transfer calls
- Provide telephone, reception and referrals to appropriate programs in CIWA
- Responsible for handling email queries to the CIWA general mailbox
- Assist drop-in clients by referring them to the appropriate department
- Maintain the appearance of the CIWA's reception area by keeping space neat and ensuring display for brochures and flyers are filled
- Maintain agency bulletin board
- Maintain the photocopier, fax, mail room by checking twice daily for mail, faxes, etc. and ensuring that paper and other stationary supplies are maintained at all times and the area is tidy
- Arranges for documents to be couriered when necessary
- Keep marketing inventory up to date working with communications staff
- Provide all administrative support for agency events: names tags, lists, etc.
- Assist with printing, organizing and filing client service files monthly
- Assist with supplies and facilities requests when needed
- Provide staff and visitors with Personal Protective Equipment (PPE)
- Keep track of PPE distribution
- Pre-screen all clients and visitors using the screening questionnaire
- Complete Log book for staff and visitors on daily basis
- Provide other administrative support to the Administration and programs as needed
- Attend and participate in CIWA events
- Other duties as assigned by the Manager including requests for additional paid hours on a temporary basis when needed

**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
- Highly motivated with a positive attitude
- Second language is an asset

Pre-employment requirement: Successful candidate must clear Police Check including Vulnerable Sector Check.

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.*