



Orléans-Cumberland Community Resource Centre  
Centre de ressources communautaires Orléans-Cumberland  
240 boul. Centrum Blvd #105, Orléans, ON K1E 3J4  
613 830-4357 / crcoc.ca

## INTERNAL/EXTERNAL POSTING

The Orléans-Cumberland Community Resource Centre (OCCRC), an organization offering social and community services to residents of Orléans-Cumberland, is seeking a:

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### **Receptionist/Clerk (bilingual)**

16-Month Contract – Full-time Position

September 1, 2025, to December 31, 2026

The OCCRC is located on unceded Algonquin territory. Our mission is to work with our community to support individuals and families in achieving their full potential by offering comprehensive services addressing physical, emotional, social, economic, and psychological needs. Inclusivity, responsiveness, compassion, accountability and being community-centric are our guiding principles. Become part of a supportive, inclusive team where you are valued.

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<b>Hourly Wage:</b>	Ranges from \$ 20.03 to \$ 24.72
<b>Hours:</b>	5 days/week (35 hrs)
<b>Reporting to:</b>	Manager of Finance and Administration
<b>Nature of position:</b>	Provides initial contact with individuals and clerical support services

Reporting to the Manager of Finance and Administration, the Receptionist/Clerk provides initial and ongoing telephone and personal contacts with clientele, volunteers, community organizations and visitors. The receptionist/clerk also provides clerical support services as well as word-processing and data entry.

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### **Duties and Responsibilities:**

- Answers all incoming calls and redirects them to appropriate employees and services, or takes messages when required.
- Provides general information about resources and services.
- Greets and welcomes clientele, volunteers and visitors.
- Receives calls or clients in emergencies and provides immediate support until referred to proper services.
- Orients new staff and volunteers to reception duties.

- Processes incoming and outgoing mail and faxes.
- Makes photocopies of documents as requested.
- Maintains the inventory of office supplies, including those for photocopiers, and refills the postage machine.
- Receive and process all cash revenue (donations and miscellaneous); assist the Administrative Assistant when needed in preparation of bank slips and deposit at the bank on a daily basis, as money is received.
- Maintains and reconciles petty cash; provides cash to employees with approval from the manager.
- Responsible for data entries of all donations and preparation of thank you letters and receipts related to each donation received at the Centre.
- Assist staff with verification and reservations of Group Rooms and Interview Rooms
- Assists the Manager of Finance and Administration in typing documents, forms and correspondence in both official languages.
- Prepares statistical reports.
- Other related duties as assigned by the Manager of Finance and Administration.

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- Participate in two outreach activities in the community every year. Experience working with a multidisciplinary team.
- Attend staff meetings and staff retreats.
- Attend internal committee meetings.

## **Qualifications:**

### **Academic and professional requirements**

- Minimum high school graduate or equivalent experience;
- Ability to type a minimum of 40 w.p.m.
- Minimum 3-5 years' experience as a receptionist/clerk;
- Strong ability to work well independently and great initiative;
- Strong organizational and planning skills;
- Strong interpersonal and teamwork skills;
- Good judgment and discretion with confidential information;
- Ethnocultural diversity experience is an asset

### **Language Skills**

- Strong written and oral communication skills in French and English.
- Communication skills in other languages are an asset.

## **Personal Skills**

- Good listening and answering skills.
- Be tactful and diplomatic when dealing with different client issues, which have different cultures and levels of education, as well as different expectations.
- Sensitivity to clientele needs.

## **Technology Skills**

- Have a good knowledge of the following software:
  - Windows environment, Microsoft Word, Excel, PowerPoint, Outlook;
  - Canvas, FileMaker, Internet Explorer, SharePoint;
- Knowledge working with Keela, Canada Help, Charity Village, and WordPress would be an asset.

## **Other Required Knowledge, Skills and Abilities**

- Ability to work a flexible schedule, including evenings;
- Ability to work in a multidisciplinary team;
- Having a valid CPR and First Aid certification.
- Have a valid driver's license and access to a vehicle.

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**If you are interested in this position, please send your resume before 11:59 pm on Monday, August 4, 2025, to:**

Orléans-Cumberland Community Resource Centre  
Selection Committee (Suzanne Wert)  
Reception/Clerk Position  
105-240 boul., Centrum, Orléans, ON K1E 3J4  
Fax: 613-830-4196 --- Email: [suewert@crcoc.ca](mailto:suewert@crcoc.ca)

The OCCRC is committed to including equity and diversity in its practice by being responsive to individuals' needs and delivering equitable outcomes for all, regardless of their indigenous status, race, colour, culture, ethnicity, language/linguistic origins, ability, socio-economic class, age, ancestry, nationality, religion or faith, sex, gender (identity & expression), sexuality, sexual orientation, mental or physical condition, family status, residency/migration status in Canada and all other forms of oppression that a person may experience.

The OCCRC is an equal-opportunity employer that values the diversity of individuals in our programs and services. If you require accommodation at any stage of the selection process, please notify us of the nature of the accommodation required.

We want to thank all those who have submitted a job application in advance. Only those selected for an interview will be contacted.