



UNIVERSITÉ
SAINT-PAUL
UNIVERSITY

Job title:	Administrative Assistant / Receptionist
Competition Number :	32-2017
Administrative unit:	Faculty of Human Sciences, Counselling and Psychotherapy Centre
Immediate supervisor:	Professional Services Co-ordinator / Director
Job Type:	Regular – Full Time
Work schedule:	35 hours per week (Monday to Friday 1 pm to 9 pm)
Salary Scale:	\$35,451 - \$41,707

Saint Paul University (1848) is the founding college of the University of Ottawa, with which it has maintained a federated relationship since 1965. Bilingual and on a human scale, it has nearly 1,000 students. It offers programs in: social communication, counseling and psychotherapy, canon law, public ethics, conflict studies, philosophy, theology, human relations, transformative leadership and spirituality, and social innovation. Saint Paul University offers an environment conducive to professional growth and competitive benefits.

Summary

Under the supervision of the Director, the incumbent provides administrative support and reception services to the Counselling and Psychotherapy Centre (the Centre). The employee will contribute to the daily tasks of the Centre. He / she will work in collaboration with the other staff to manage the day-to-day functions of the Centre, as well as assist with administrative record-keeping and other projects related to the successful functioning of the Master of Arts and PhD programs in Counselling and Spirituality.

Key responsibilities:

Reception (60%)

- Provide reception services for the Centre's clientele (clients, counselling interns, clinical professors, clinical supervisors and other visitors to the Centre).
- Support all interactions with a welcoming presence and ensure a high level of confidentiality for any aspect of the operations of the Centre.
- Inform clientele of the Centre's policies and general information, seek out and provide information requested by clientele.
- Receive phone calls; respond to inquiries and direct calls to the appropriate resources
- Create, print and maintain client files accurately and in a confidential manner.
- Receive and accurately process payment for given professional services (including writing receipts).

- Assist students with concerns about clients; file maintenance questions and technology questions.
- Direct individuals in crisis to appropriate resources.
- Assist with emergency situation when emergency occurs by following procedures and maintaining safety of clients, employees and students.

Administrative Tasks (40%)

- Maintain and ensure proper and confidential circulation and distribution of client files
- Translate, as needed, emails, letters and pertinent documents for the Centre and for the Counselling and Spirituality program as directed.
- Manage communication (by e-mails and other media) by distributing client requests to counselling interns, clinical supervisors, clinical professors, and by answering general information requests for the Centre as necessary.
- Maintain data (monthly statistics) and information effectively using Word, Excel, File Maker Pro, Event Pro etc.
- Ensure the tidiness of the Centre (reception area, waiting room, wellness room, counselling and psychotherapy rooms, computer room, clinical supervision rooms).
- Review and audit client files and report to counselling interns and clinical supervisors the deficiencies of the files.
- Manage room reservations for the Centre.
- Help with the audio-visual equipment in the Centre.
- Ensure daily closing duties and protocols of the Centre are followed (cash security, file security and general lockup procedures, etc.).

Education, Experience and Essential Skills:

- A high school diploma and a minimum of one (1) years' experience as receptionist and/or administrative assistant are required
- College degree in administrative program or equivalent experience is an asset
- Previous work in a health related confidential environment is also considered an asset
- Strong customer service skills and communication skills
- Availability and flexibility
- Must be able to work independently /autonomy
- Initiative and organizational skills
- Good judgment, tact and discretion (confidentiality and respect of the confidential nature of all interactions and client records)
- Sense of observation
- Ability to work under pressure and with interruption
- Ability to set priorities and manage time
- Knowledge of Word, Excel, Outlook
- Knowledge of audio visual equipment
- Bilingualism (written and spoken)

We thank all applicants for their interest in this position. We will be contacting only those candidates who have been chosen for the next step of the selection process.

We are committed to ensure employment equity and we encourage the participation of all Canadians. If your application is successful and you think you need accommodation during the selection process, please notify us. Your personal information is protected under the provisions of the Privacy Act.