



631 Main Street, Winnipeg, Mb. R3B 1E1
contact@redroadlodge.ca. 204-294-8670

Receptionist - Client Services Representative :

Full or part time.

\$15.00 - \$20.00 per hour

Reporting to Management, the successful candidate must have the ability to work independently and as part of a team with an ability to maintain confidentiality within and outside the Organisation. They should have a demonstrated knowledge of First Nations, Metis and Inuit culture and be committed to uphold and promote the organization's values and philosophy of **Homes, Hope, Help and Healing** in a culturally respectful environment.

Red Road Lodge is committed to achieving employment equity; therefore candidates are encouraged to indicate in their covering letter if they are of Indigenous, Metis or Inuit ancestry

Prior to commencing employment the successful applicant will be asked to provide Criminal Record Check with Vulnerable Sector Search, a Child Abuse Registry Check.

Knowledge, Skills and Abilities

- Above average interpersonal and communication skills;
- Computer skills in Microsoft Office (Word, Excel, E-Mail, Facebook)
- Highly organised
- Previous experience in reception is considered an asset
- Must exhibit professional and polished telephone manner
- Ability to handle multiple tasks, work under pressure when working with clients who may have mental health and substance use challenges.

Key Job Tasks

- Greet and direct all clients and visitors, answering inquiries in a positive and professional manner, use tact and diplomacy at all times with internal and external customers.

- Control and monitor access and ensure security to the building and client's rooms via electronic card access, intercom and CCT cameras
- Respond to all incoming calls, redirect calls as appropriate and take clear, concise messages when required;
- Receive and sort mail, prepare packages and arrange courier pick up. Maintains logging systems for mail, fax and courier.
- Maintain and update client list and CARMIS case management database
- Schedule and arrange all bookings for Healing and Medicine rooms.
- Maintain a clean, safe, and well organized reception area, residents TV Lounge area and adjacent supply and storage rooms.
- Assist other team members with small projects and other duties as required including; photocopy, filing, light cleaning, kitchen clean-up.
- Assist Healing Team members with record keeping and data base/ word processing entries including case notes with clients history.
- Assist management with tracking income and expense items using an online spreadsheet program i.e.Excel

Please submit resume: email contact@redroadlodge.ca

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