

Bilingual Receptionist

The College of Early Childhood Educators regulates the early childhood education profession in the public interest by ensuring Ontario's early childhood educators meet requirements set out in the *Early Childhood Educators Act, 2007*. The College issues Certificates of Registration, has established a code of ethics and standards of practice for the profession and responds to complaints about membership through its complaints and discipline process. The College has more than 52,000 current members..

Reporting to the Manager, Registration, the Bilingual Receptionist is the face of the College. You will provide efficient and effective customer service to the College's members and the public by phone, e-mail and in person. Excellent verbal and written communication skills in English and French, customer service experience and ethic and a willingness to become an active member of the College team are keys to success.

Responsibilities

- Possess a thorough understanding of the College's mandate, functions and initiatives.
- Respond to incoming telephone and e-mail inquiries in English and French.
- Record incoming phone, mail and fax statistics for monthly reports.
- Ensure an organized and professional atmosphere at reception at all times.
- Provide assistance to visitors in English and French.
- Work collaboratively with a partner Receptionist.
- Process and distribute incoming correspondence and faxes.
- Ensure outgoing courier mail is collected in an accurate and timely fashion.
- Provide support with general department administration and incoming registration-related documentation received by the College
- Complete projects and undertake other duties as may be reasonably assigned.

Job Specifications (Knowledge & Experience)

- **Minimum one year experience in a similar role**
- Post-secondary diploma/degree in a related field of study such as languages, French or English.
- Excellent oral and written communication skills in both English and French.
- Proven customer service and organizational skills.
- Mature judgement.
- Keen attention to detail.
- Business writing skills.
- Knowledge of office phone systems and office equipment.
- Proficiency in Microsoft Office and data management systems.

Position Term: Full-time permanent

Salary: Entry level

Please send your cover letter and resume to [online](#); applications will be accepted until October 5th, 2018.

We thank all applicants, however, only those considered for an interview will be contacted; the final candidate will be required to take a language assessment.

The College of Early Childhood Educators is committed to providing accommodations in our hiring process for people with disabilities. If you require an accommodation, please inform us in advance and we will work with you to meet your needs.