



Mennonite New Life Centre of Toronto

Job Posting: Client Reception and Intake

Hours: 35 hours per week

Duration: Immediately – March 31st 2023

Remuneration: \$22.00 per hour

Number of Positions: 1

About the Organization:

The Mennonite New Life Centre (MNLCT) is a vibrant, multi-cultural settlement agency for newcomers to Canada. The Centre provides a variety of settlement services, including information/orientation, language instruction, mental health supports and capacity-building workshops, public education and bridging to employment. The Centre is a tech-forward charity that utilizes technology solutions to meet the needs of its stakeholders. As a result, several of our services and programs are delivered in a hybrid format, offering clients and participants conference-in, and using various online tools.

The Client Reception and Intake position are responsible for greeting and welcoming all clients to the Mennonite New Life Centre of Toronto. This includes but is not limited to answering phone calls, booking client appointments, following up with clients to confirm appointments, and supporting initial client intake including the administering of the client intake form among other duties. This position is accountable for tracking its productivity and for reporting on its performance based on performance measures as set out by the funder. The role upholds MNLCT values in providing services to all MNLCT stakeholders including prospective and existing participants, funders, committee members, staff, and contractors of MNLCT, employers and community members.

Responsibilities:

- Greet and receive all clients to the Centre.
- Receive and direct all client telephone calls and respond to email and web enquiries as needed.
- Handle all telephone and email enquiries regarding settlement and/or LINC services.
- Refer all callers and visitors to appropriate settlement staff.
- Screen clients for eligibility for services.
- Register and schedule appointments for clients with the appropriate settlement counsellor.
- Register clients for all Information & Orientation workshops.
- Ongoing data gathering and updating client information.
- Maintain related client forms, client files and client lists.
- Manage, add, edit, and delete, as necessary, client appointments in counsellors' appointment calendars.
- Handle routine inquiries and release information in accordance with established policies and procedures of MNLCT.
- Ensure efficient operations in all areas of client bookings.
- Set up workshop space and preparation of workshop materials.
- Receive and distribute mail to appropriate settlement staff. Support and coordinate office mailings including the coordination of courier packages.
- Provide office assistance, as needed, in the absence of the Settlement Program Manager or LINC Program Manager.



- Support program events, admissions, documentation, and other program-related activities as needed.
- Participate in staff meetings and professional development activities.
- Participate in MNLCT committees.
- Represent MNLCT at outside workshops and meetings.
- Other related duties as assigned.

Qualifications:

- 1-2 years' experience in reception and administration, client services or related field.
- Warm and welcoming attitude.
- Understanding of the newcomer experience.
- Excellent communication and interpersonal skills.
- Experience in data entry and use of client management systems.
- Passion for people and social justice. Empathy, cultural sensitivity, and anti-oppression approach.
- Fluency in two languages (English and Spanish) Other language skills will be considered an asset.
- Proficient computer skills in MS Outlook, MS Office, and electronic filing.
- Ability to handle multiple tasks in a professional manner.

The Mennonite New Life Centre is committed to employment equity initiatives. We encourage applicants from the communities we serve and members of ethno-racial, aboriginal, immigrant, refugee, LGBT, and disabled community groups to apply and self-identify. Internal and external candidates may apply. The Centre welcomes the opportunity to discuss accommodation and ensure fairness in our hiring process.

Apply by sending your resume and cover letter in a single MS Word or PDF document to Human Resources at jobs@mnlct.org by July 4th, 2022. Please quote reference #CRI2022 in the subject heading of your application. Please note that only candidates to be interviewed will be contacted.

For more information about the Mennonite New Life Centre visit www.mnlct.org