



**Position Name:** Receptionist/Scheduling Assistant

**Location:** 120 Skyview Ranch Drive NE

**Employee Status:** Casual (Evenings & weekends)

**Reporting to:** Executive Director

**Date Available:** Immediately

**Application Closing Date:** Until a suitable candidate is found

**Rate of Pay:** To be commensurate with qualifications, training, and relevant experience.

Designed to improve quality of life, the Generations Calgary campus includes designated supportive living and long-term care spaces for seniors that promote mental, physical, social and spiritual well-being. We are committed to best in class care for our residents and are looking for individuals to join our family. If you would like to work at our state of the art, inter-generational campus, and are committed to serving our residents with care and compassion, we invite you to keep reading below.

### **Position Summary**

Generations Calgary is currently looking for a dedicated, motivated, and passionate individual to join our team as a Receptionist/Scheduling Assistant. The Receptionist/Scheduling Assistant is usually the first point of contact for anyone entering Generations, or staff needing assistance with their schedules. The candidate must be positive, outgoing and willing to attend to the needs of others.

### **Receptionist Typical Duties and Responsibilities**

- Cordially receives, assists and directs residents, tenants, families, visitors and employees within the home, including accompanying visitors to their destination, as required.
- Answers, directs and responds to phone call queries.
- Clerical duties including filing and word processing (e.g. typing minutes), sorting and distributing incoming and outgoing mail.
- Develops, updates and maintains all lists (e.g. emergency fan-out telephone list, residents list).
- Responsible for directing the shipping and receiving of supplies for the home.
- Manages resident statistics, keeping accurate and current records.
- Distribution of the resident/family newsletter to family member contacts.
- Maintains up to date knowledge of Generations Calgary policy & procedure manuals.
- Maintains resident and staff privacy and confidentiality.
- Orders office supplies, ensures office equipment is working appropriately.

### **Scheduling Assistant Typical Duties and Responsibilities**

- Fill pre-booked and immediate shifts that result from staff vacations, leave of absence, education leaves and illness.
- Work within the staff schedules to complete routine and often urgent staffing scheduling tasks within short timelines.
- Anticipate staffing needs and inform management of shifts that require further attention or if scheduling challenges arise.



## **Qualifications:**

### Experience

- Minimum of 2 years' experience in a reception/scheduling role is required.
- Certificate or diploma in office administration or business management is an asset.
- A combination of skills and experience may be considered.

### Skills and Abilities

- Fluency in English with excellent verbal and written communication skills
- Advanced knowledge of MS Office Suite
- High level of attention to detail
- Able to be flexible with a wide variety of duties assigned
- Able to multitask and demonstrate good organizational skills
- Ability to work independently in a fast-paced environment
- Ability to problem solve and address resident and family issues relate to resident accounts

## **Qualifications**

The successful applicant for this job posting must provide satisfactory proof, or have such proof on file, that they have received the COVID-19 vaccination and any required COVID-19 booster vaccination. This requirement shall be waived if the applicant has not received the vaccination due to any legislated protected human rights grounds. In such a case, and upon presentation of sufficient proof, Generations Calgary shall make reasonable attempts to accommodate the applicant to carry out their role where possible recognizing that the health and safety of other employees and residents will be a priority.

**NOTE:** In an effort to further protect our residents as well as other employees and volunteers, Generations Calgary requires all new employees to produce a clear Vulnerable Sector Search within 6 months prior to starting work.

**If interested in this opportunity, please email [hr@generationscalgary.com](mailto:hr@generationscalgary.com)**