



Job Title: Receptionist

Who We Are:

Landing Strong is a non-profit organization dedicated to supporting military members, veterans and first responders who are experiencing the effects of operational stress injuries. Our team of mental health professionals have specialized training in trauma recovery. We have created community-based health and transition programs to support both active duty and retired members.

The Position:

This an entry level fulltime position (*term-coverage for paternity leave with possibility of extension*) providing administrative support specifically for reception and associated tasks and would be for 5 days a week located in our Windsor office. **This is not a remote position.**

Required Skills:

- Client-focused and friendly phone manner
- Friendly, warm and welcoming personality
- Proficient with all Microsoft Office programs
- Experience with the Jane booking system (or similar) considered an asset
- Experience working in a medical and/or clinic setting considered an asset
- Able to stay organized and focused during busy periods
- Takes ownership of tasks from start to finish
- Strong attention to detail and accuracy
- Strong written communication and professional email etiquette

- Ability to prioritize and manage multiple competing demands
- Ability to remain calm, professional and organized while managing multiple competing priorities in a busy office environment
- Able to work with tact, diplomacy, confidentiality and respect for clients and colleagues

QUALITIES

- Warm, welcoming, kind and caring
- Excellent listening and communication skills
- Comfortable working in a mental health and community-based setting
- Keen attention to detail and a love of learning
- Takes ownership and pride in their work
- Receptive to feedback and coaching, with a willingness to learn, grow and apply feedback to their work
- Excellent people skills
- Takes a collaborative approach to problem solving
- A commitment to the mission of Landing Strong

KEY RESPONSIBILITIES (*not limited to but included*)

- Greet clients, answer phone calls and respond to voicemails in a timely manner
- Monitor general email accounts
- Schedule client appointments
- Manage clinician schedules
- Take referrals and manage client waitlists
- General administrative support for staff as required (for example, file, fax and scan for staff in a timely manner)
- All in-person insurance billing
- Other duties as required and assigned

If you are interested in being part of a positive, powerful (*and fun*) team of dedicated individuals looking to reduce isolation and better the lives of others, then we would love to hear from you.

This is an entry-level temporary 1 - year opportunity (with possibility of extension).

Compensation is based on experience. This competition closes September 11th at 4 p.m. **Interviews will take place in person only the week of September 14th and the position will begin immediately. This is not a remote position.**

Please send cover letter and resume to:

jwells@landingstrong.com

or apply on Indeed.

The successful candidate will be required to get a criminal record and vulnerable sector report prior to employment. This position will be subject to a 3-month probationary period.

While we thank you for your interest in a position working with Landing Strong, only those candidates receiving interviews will be contacted.

Pay: CA\$20.00 - CA\$22.00 per hour - commensurate with experience

SCHEDULE

- 8-hour shift, 8 a.m. - 4 p.m., onsite in Windsor, Nova Scotia
- Monday to Friday