



JOB DESCRIPTION

Job Title:	Receptionist	Grade: F
Reports to:	Director–Finance, Administration & Human Resources	Grade: A2
Appointment Term: Three (3) years		

Commonwealth of Learning (COL) helps governments and institutions to expand the scale, efficiency and quality of learning by using new approaches, appropriate technologies, and open and distance learning (ODL) methodologies. Headquartered in British Columbia, Canada, COL promotes innovation and works with international partners to facilitate learning in support of sustainable development goals. It is financed by voluntary contributions from Commonwealth governments.

Job Purpose

The Receptionist has responsibility for maintaining the office lobby in a ready state to greet and receive all visitors to COL, for operating the switchboard and distributing all messages, faxes and goods, and for assisting others while maintaining a ready supply of publications for circulation on request. The Receptionist contributes to the effective and efficient administration of COL and to conveying a positive and professional image of COL.

Duties and Responsibilities

- Greet visitors in a welcoming manner and monitor and maintain security awareness.
- Switchboard operation including receive and transfer messages; route outgoing and incoming mail and faxes; coordinate the shipment of goods by courier including waybill preparation; track and match shipments to invoices; and distribute incoming packages.
- Monitor and update all bookings for meeting rooms, spare offices and workstations as needed; maintain and order office and kitchen supplies; keep lobby, reception desk, meeting rooms, supply areas and kitchen areas neat and tidy at all times.
- Assist with catering requirements and set up for a variety of functions including monthly celebrations.
- Monitor all incoming email to info@col.org and respond or forward and follow-up, as appropriate on a daily basis.
- Stock lobby shelving and prepare public relations kits for staff as required using judgement to select the most appropriate publications for the intended audience.
- Update databases as and when required with new and up-to-date information according to established procedures.
- Assist staff as and when available with word-processing, proofreading, photocopying, mail outs, and assembly of various documents for circulation.
- Performs other duties related to COL on request.

Direct reports

There are no direct reports in this position.

Qualifications Required

Education	Experience
Grade 12 Education Vocational qualifications (certificate, diploma etc.) relating to Administrative/Clerical/Technical skills	3+ years of experience in a range of administrative and clerical roles, preferably in an organisation working in either education or international development.

Competencies required

Communication skills: Must have clear and concise written and oral communication skills which display sensitivity to ethnic and gender issues. This includes the ability to communicate and work with others, both within and outside of COL, by promoting co-operation and collaboration to achieve collective outcomes. Openly shares information and knowledge with others. Appropriately gives and is open to feedback from team/co-workers.

Team Orientation: Ability to work with other staff members as a productive team member in order to carry out COL's plans within the results-based management framework.

Attention to Detail: Ability to consistently produce error-free output and conscious of maintaining standards of quality and accuracy. Has a good sense of follow through on tasks.

ICT Skills: Skills to use information and communications technology (ICT) at an intermediate or higher level to create, retrieve, store and exchange information. Has a willingness to learn and adapt to new technologies with ease. Ability to use tools (email, telephone, fax, filing systems etc.) related to job responsibilities in an effective and efficient manner.

Time Management: Has the ability to evaluate priorities, allocate work time accordingly and work within established procedures.

Personal Attributes and Behaviours required of All Staff

Commitment to the ideals of COL, notably to the role of education as the key to human freedom and development and to the capacity of technology to enhance that role.

Capacity to work in a multicultural office environment; and a readiness to adapt to the work culture; time management collegiality and mutual respect are expected in the office.

Understanding of COL's governance structure and processes.

Job Location

COL Headquarters: 4710 Kingsway, Suite 2500, Burnaby BC V5H 4M2 Canada.