



## Community Cancer Hub Receptionist / Administrative Assistant

### About the Ottawa Regional Cancer Foundation:

As Ottawa's only Community Cancer Hub, we are transforming Supportive Cancer Care through dynamic collaborations with diverse community partners. Together, we create and deliver impactful, no-cost programs and front-line services both at the Hub at 1500 Alta Vista (Maplesoft-Jones Centre) and within the community. Embracing person-centered approaches, we empower people living with and impacted by cancer on every step of their journey. We work closely with local hospitals and healthcare professionals to identify distinct areas for client and family support as well as understand and contribute to current priorities in cancer research.

For more information, please visit <https://ottawacancer.ca/>

### Position Summary

The Cancer Hub Receptionist and Administrative Assistant performs clerical and reception services to support operations of the Cancer Foundation's office and the Cancer Hub. This individual creates a warm, welcoming, and supportive environment for clients and guests of The Ottawa Cancer Foundation.

### Duties and Responsibilities

#### Administration:

- Follow processes for recording information, including client data and overall hub procedures.
- Disseminate information to staff, volunteers, and clients both manually and electronically.
- Monitor and respond to emails, including @info and @support.
- Perform receptionist duties: answering and directing telephone inquiries, scheduling appointments, placing outgoing calls, receiving and welcoming clients, directing clients and guests, opening/closing the office.
- Accept donations when the Hub Manager is unavailable, issue receipts, and follow protocols.
- Ensure confidentiality of health information by securing it and logging off the computer when unattended.
- Record, gather, process, and disseminate client data and other information.
- Ensure the key system is organized, up-to-date, and securely stored.
- Follow and enforce public health and organizational directives (e.g., during a pandemic).
- Perform filing functions using manual and electronic systems, updating materials, and archiving as required.
- Operate office equipment (phone, computer, photocopier, fax, printer, postage machine, etc.) and report any malfunctions.
- Provide basic administrative support to other departments (finance, philanthropy, events), including data entry, document organization, and vendor/donor calls.

#### Client Support:

- Inform and educate guests and clients on available services and activities.
- Respond to client inquiries (phone or in-person) in a courteous and timely manner.
- Distribute bus tickets and assist with paperwork when necessary.
- Schedule client appointments using scheduling software and assist with registration and booking forms.
- Support clients with registration for both internal and external programs.

#### Program Support:

- Provide support to programs and events as needed.
- Assist with grocery, catering, and supplies orders for programs and events.

#### Other Duties:

- Perform other related duties as assigned.

## Qualifications and Key Competencies

- A friendly, outgoing attitude and an interest in working as part of a Team
- Reliable and punctual
- Fluent in English and French
- Possesses pleasant and clear manner on the telephone
- Strong verbal communication skills
- Professional personal presentation
- Customer Service Orientation
- Attention to detail
- Knowledge of computers and relevant software applications

## Employment Requirements:

### Some combination of the following could be deemed appropriate:

Education:	High school diploma, or equivalent; and Certificate in administrative/clerical studies or office management, or a Diploma or Bachelor's degree in business, health care administration or a related field.
Experience:	Three (3) years of directly related work experience including clerical, secretarial, customer service or administrative work; Non-profit environment (Customer Service facing).
Language:	Bilingual (English and French); written and oral communication preferred

## Working conditions:

The position is located in pleasant working conditions; has normal office activity of sitting, standing, walking and carrying; may sit for long periods with the ability to get up and move around as necessary. The position performs a variety of administrative tasks; may have long hours of operating a computer. Errors may cause disruption, particularly in terms of scheduling clients with coaches and scheduling meeting rooms; often interacts with clients who are dealing with significant health issues and may be emotional or angry; regularly works with confidential information.

## Conditions of Employment:

- Contract, part-time, from April 1, 2025 to March 31, 2026
- Morning, Afternoon and Evening shifts as needed
- Weekday and Weekend shifts as needed

### Please indicate in your cover letter which shift(s) you would be available for:

- ✓ Tuesdays: 12:00-3:00pm, 3:15-8:15pm, or 4:15-8:15pm
- ✓ Wednesdays: 8:30-12:30pm or 3:15-8:15pm
- ✓ Thursdays: 8:30-12:30pm, 3:15-8:15pm, or 4:15-8:15pm
- ✓ Saturdays: 8:45-11:45am

**Special requirements:** The successful candidate will be asked to provide a current criminal records check.

**Salary Range:** \$22.80 to \$25.50 per hour

To apply for this position, please send your resume and cover letter to [hr@ottawacancer.ca](mailto:hr@ottawacancer.ca), this posting will remain active until filled.