

Receptionist
(Temporary, Casual Position / Minimum 10 hours per week, 4 months)
Support Services

Family Service Thames Valley (FSTV) is a not-for-profit, multi-service agency dedicated to strengthening individuals, couples, and families as they navigate life's challenges. The Community Integration Program (Developmental Services) support children and adults who have a developmental disability by connecting them to community resources and assisting with planning and advocacy. The Counselling Program offers accessible and affordable mental health counselling to help individuals cope with anxiety, depression, grief, trauma, life transitions, and more.

POSITION SUMMARY:

Family Service Thames Valley is looking for a casual Receptionist to fulfill two half-day reception shifts, with the possibility for more hours as needed (coverage for vacation, leaves, etc.). The position reports to the Director, Counselling Services, and works collaboratively with the Support Services team. The Receptionist receives clients in person or by phone, creating a first and lasting impression of the agency. As such, they embody our values, serving clients and guests with kindness, compassion and professionalism.

KEY RESPONSIBILITIES:

- Reception Duties (respond to inquiries and service requests, schedule appointments, answer the phone and incoming emails, process payments)
- Presence in the office is required for this role; a minimum of one evening/week is required

REQUIRED QUALIFICATIONS, EXPERIENCE AND SKILLS:

- Must have completed a Grade 12 education and be at least 18 years of age;
- At least one year of customer service or office administration experience;
- Office administration certificate or diploma (or equivalent), or enrollment in a related program, is considered an asset;
- Proficient in the use of Microsoft Office.

We thank all applicants for their interest; only those selected to proceed will be contacted.

Family Service Thames Valley is an equal opportunity employer. If you require accommodation in making an application, please contact Charlotte Dunn at 519-433-0183 or employment@familyservicethamesvalley.com



Please submit your resume and letter of interest by Wednesday, April 9, 2025, to:

Deisy Vanegas
Director of Counselling Services
Family Service Thames Valley
500 South Street, Suite 2
London, Ontario N6B 1C3

Email: employment@familyservicethamesvalley.com