



JOB POSTING

Operations – Casual/Relief Job #25-06

ELIGIBILITY TO APPLY

Anyone eligible is invited to apply for this position.

PRIMARY FUNCTION

Reporting to the Manager, Operations & Food Services, this position provides friendly and informative service to people accessing The 519, including knowledge of a broad range of community information. This position also provides support to members of the leadership team and other departments, and works in collaboration with other members of the Operations Department.

KEY ACCOUNTABILITIES

Public Access:

- As the first point of contact for telephone and email inquiries to The 519, maintains a friendly and helpful atmosphere and provides information on procedures, programs, and staff roles.
- Provides guidance in the interpretation of policies and procedures.
- Directs individuals to meeting rooms or community resources, as needed.
- Answers the central telephone system, receives messages, and relays calls for staff.
- Supports Food Security team as needed with the setup and delivery of catering orders
- Assists maintenance /cleaning team members with the set-up of furniture and equipment in meeting rooms as necessary.

Administration:

- Operates office equipment such as copiers, printers and the fax machine.
- Responds to the general email box within 48 hours of receipt or relays messages to the appropriate staff.
- Maintains daily records of use of the facility.
- Reviews the building log book and enters information as needed: equipment breakdown, phone calls arrival and departure times of trade or repair technicians, set-up information for room bookings, and other relevant building information. Ensures that equipment is properly signed out and returned at the end of shift.
- Books rooms based on requests by internal and external stakeholders, ensuring that information is accurately recorded and collected.

Cash Receipts:

- As per The 519's Cash Handling Procedure, provides receipts for all monies received by the agency during each work shift. Provides daily reports regarding funds received.
- Secures funds, receipts and daily report periodically throughout the shift if needed, and at the end of each shift.
- Ensure all cheques received are passed to the Finance Department for receipting.
- Takes payments and donations via credit or debit cards, providing the payer with a receipt and sending a copy to the Finance Department.



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Safety and Security:

- Is a front door key holder and pass card holder for The 519's alarm system.
- On closing the building, conducts a thorough building check using the Building Closure Check List to ensure that the building is secure and that individuals who are not authorized to be in the building after closing have left.
- Maintains security of keys and equipment loaned to staff and authorized volunteers by using the sign out system. Collects and records fees for equipment use.
- Monitors equipment use and assists groups with set-up of The 519's audio visual equipment as required.
- Supports colleagues in responding to emergency and/or dangerous situations in accordance with the Crisis Intervention and Service Restriction Policy. Calls for assistance from other staff and/or 911 when necessary. Emergency situations may include but are not limited to assisting people who are homeless or under-housed, people who have mental health issues or addictions, or other vulnerable community members.
- Completes and signs an Incident Report form immediately after an incident (when possible) or within 24 hours of an incident, in accordance with the Incident Reporting Procedure. Prints and files report in accordance with procedures.
- Performs other related duties as assigned.

KNOWLEDGE AND EXPERIENCE

1. Secondary school education and related experience in customer service in a community agency.
2. Knowledge of relevant community resources including knowledge, experience and understanding of issues faced by 2SLGBTQ+ identified individuals.
3. Commitment to social justice principles and an understanding of the intersection of gender, race, sexuality, and class; this position requires a commitment to and passion for social justice.
4. Some experience with crisis intervention, de-escalation, and supportive assistance to people who are vulnerable or who may experience mental health problems or addictions.
5. Highly developed problem solving, and communication skills and ability to effectively communicate, both orally and in writing.
6. Demonstrated ability to work both independently and within a team structure.
7. Demonstrated experience supporting volunteers.
8. Proficient in Windows, MS Office, including word processing, spreadsheet, applications.



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POSITION DETAILS

Position Status	Casual/Relief
Union Status	Union Position - CUPE Local 2998 – Wage Grade 1
Starting Hourly Rate	\$17.20/hour starting rate (City of Toronto 2024 Wage Grid for Union Staff) (Range \$17.20/hour-\$20.42/hour; <i>currently under review</i>)
Benefits	Not eligible for health and dental benefits. Eligible to enroll in OMERS pension plan effective Day 1.
Hours of Work	There is no set schedule, shifts are based on operational demands which will include weekdays, evenings, and weekends as needed.
Vacation	4% vacation pay, paid bi-weekly
Location	Due to the nature of the work, this job will be performed onsite

APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to Careers@the519.org. **There is no deadline to apply; if the posting is up, we are accepting applications and will review submissions on an ongoing basis.** Please quote **Job #25-06** and your name in the cover letter and in the subject line of the email. For example, in the subject line write "Job 25-06 First Name Last Name". Please also share [which pronouns you would like us to use](#) when corresponding with you (directly and within The 519) in your email or your cover letter. **We will only contact applicants if they are selected for an interview.**

Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.

Accommodation: *The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.*