



Bilingual Receptionist

At Lions Foundation Canada Dog Guides (LFCDG), we help people with medical or physical disabilities live independently by providing them with a dog guide at no cost to support them in their daily lives. The school is unique in offering seven programs supporting over 1,100 active clients.

Our Values:

- Integrity
- Diversity & Inclusion
- Excellence
- Empathy
- Respect

The Opportunity:

As a Front Desk Receptionist, you will be the first point of contact for our Foundation. Our Front Desk Receptionist's duties include:

- Offering administrative support across the organization
- Welcoming guests and greeting people who visit the organization
- Coordinating front-desk activities, including distributing correspondence and redirecting phone calls
- Responding to inquiries, processing of Lions Awards for Canada, processing of Adopt-a-Puppy requests, Memorial Forest and Pet Memorial Wall
- Processing records, Dedication Service details, monthly and mid-month donations, Gift Shop shipments, fleet maintenance records, and ordering office supplies for staff
- Cultivating positive relationships with donors, acknowledging their contributions and expressing gratitude
- Assisting with donor inquiries and requests
- Maintaining our database, updating account records as requested and documenting engagement with stakeholders
- Providing support as needed to enable communication with Dog Guide stakeholders, including the public, clients and applicants, donors and other individuals in English and French
- Providing interpretation services to enable seamless communication with French language stakeholders without paraphrasing, summarizing, omitting or adding information
- Providing translation services to enable seamless communication with French language stakeholders without paraphrasing, summarizing, omitting or adding information;
- Assisting Dog Guides staff with listening to, understanding, and translating spoken messages from English language to French and vice versa
- Listening to French voice mail to determine an appropriate response and what team at Dog Guides should be engaged and informed; Responding to French voicemail and email

enquiries in timely manner; Acting as a liaison between our French stakeholder and Dog Guides staff

You will bring to the opportunity:

- Minimum of one-year experience working in a customer-service role, ideally as a front-desk receptionist for an organization
- Team-oriented and enjoy building and maintaining relationships with staff and volunteers
- Highly organized to carry out the diverse responsibilities in this role
- Self-starter and able to work independently with limited supervision but also the willingness and ability to effectively function as a member of a larger team as well as take and follow instructions and directions
- Demonstrated capacity to work in a busy and, at times, noisy work environment

Lions Foundation of Canada Dog Guides is committed to employing people from diverse backgrounds, and we actively demonstrate inclusiveness through fair, equitable and accessible hiring practices. We recognize the strength of different experiences, backgrounds and perspectives and welcome candidates who identify as visible minorities, Indigenous people, persons with disabilities, and persons within the LGBTQ+ community. We feel it is important as an organization that all people have access and opportunity to be employed, to be valued and to be respected. Accommodation for job applicants with disabilities will be provided upon request during the recruitment, assessment, selection and placement process. Alternative format available on Request.