

Receptionist/Administrative Assistant

John Howard Society of Hamilton, Burlington & Area

Reports To	Office Manager
Department	Finance & Administration
Employment Type	Part-Time (28 hours/week, Monday-Thursday) Contract (6 months)
Location	Hamilton, Ontario (in-person)
Compensation	\$21.50/hr

About JHSHBA

The John Howard Society of Hamilton, Burlington & Area (JHSHBA) is a registered charity delivering justice-focused programs across Hamilton, Burlington, and surrounding communities. We provide youth and adult justice services, employment supports, and community reintegration programming. Our work is grounded in fairness, dignity, and the belief that people can change.

We are a values-led organization. The people who work here show up because they believe in the mission, not just the job description.

Position Overview

The Receptionist serves as the first point of contact for clients, visitors, and staff, ensuring a welcoming, professional, and efficient front-office experience. This role is responsible for carrying out reception operations, including visitor check-ins, telephone and email communications, mail and courier services as needed, and maintaining an organized reception area.

The Receptionist provides administrative support to various departments by assisting with filing, data entry, document preparation, and office supply ordering as needed. In addition, the Receptionist helps maintain workplace security by adhering to visitor management procedures, monitoring building access, and ensuring compliance with established security protocols.

The ideal candidate demonstrates excellent customer service, strong organizational skills, attention to detail, and the ability to manage multiple priorities while maintaining professionalism and confidentiality.

Key Responsibilities

- Greeting clients, visitors, and staff with a professional and courteous demeanor and managing visitor check-ins.
- Contacting appropriate workers as clients arrive.

- Managing phone system to answer and redirect calls promptly while maintaining professionalism.
- Monitoring general reception inbox and responding to or redirecting inquiries appropriately.
- Handling mail and deliveries as requested by the office manager, including sorting, distributing, and scheduling courier pickups.
- Maintaining a clean and organized reception area.
- Assisting with administrative tasks as delegated by the management team such as filing, data entry, and preparing documents or reports for meetings.
- Preparing graphics for social media as requested.
- Carrying out back-up server changeover.
- Monitoring and ordering office supplies in collaboration with the office manager.
- Adhering to security protocols by managing visitor logs and monitoring building entry procedures.
- Processing payments for fee-for-service programs and restitution payments.
- Informing public and client inquiries regarding the organization's programs and services.
- General knowledge of Hamilton community resources is considered a strong asset.

Qualifications

Required

- Exceptional verbal and written communication skills to handle client interactions and professional correspondence.
- Proficiency in using office software, including Microsoft Office.
- Strong organizational skills with attention to detail.
- Ability to handle sensitive information with discretion and maintain confidentiality.
- A high school diploma or equivalent is required.
- Strong problem-solving skills and the ability to manage last-minute changes efficiently.

Preferred

- Previous experience as a receptionist or administrative assistant, preferably in a nonprofit setting.
- Familiarity with multi-line phone systems.
- Experience handling sensitive client information.
- Post-secondary education is a plus.

Working Conditions & What We Offer

- Office-based on-site role in Hamilton, Ontario; this is not a hybrid role.
- Collaborative team environment.
- Meaningful work in a mission-driven organization.
- A leadership team that values transparency, accountability, and professional growth.
- Group benefits plan.

How to Apply

Submit your resume and a cover letter describing your relevant experience and why you want to work with JHSHBA. Applications without a cover letter will not be considered.

Send your application to: klott@jhshba.ca

JHSHBA is an equal opportunity employer. We encourage applications from individuals from equity-deserving groups, including those with lived experience in the justice system. Accommodations are available throughout the hiring process upon request.

We thank all applicants. Only those selected for an interview will be contacted.