

## Position Profile

Title:	<b>Receptionist</b>
Department:	Corporate Services
Reports To:	Brand Communications Manager

### SETTING

Pattison Sign Group (“PSG”) is a highly successful, North American company growing organically and through ongoing acquisitions. It is one of the world’s largest signage and branding companies, with eight manufacturing facilities, nine sales and operations offices across North America. In addition to the Pattison Sign Group brand, the following respected brands are part of the PSG family: Teksign, Provincial Sign Systems, Bestworth Rommel, DEX powered by PSG, FBC and Chandler Signs which have together over 1000 employees. We aim to be the leader in fulfilling our customers’ brand.

The company’s Commitment is: *“To provide our customers with innovative branding products and services of the highest quality through the experience and creativity of our people and our pledge to sustainable development”* through its values of *Customer Satisfaction, Integrity, Quality, Teamwork and Innovation*. The culture of the company is focused on accountability, empowerment, and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver and made up of over 605 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export and financial industries. With sales of over \$15 billion in 2022 and more than 49,500 employees, the Jim Pattison Group is the third largest private company in Canada.

### OVERVIEW

We are searching for a bilingual, professionally mature, responsible, and experienced team-player to assume the position of Receptionist for all the PSG locations. The position will be based in either our Pickering ON or, Montreal QC office. The Receptionist will be responsible for ensuring a smooth day to day operation of the phone system and manage all French and English incoming calls. The individual will also manage the company voicemails and direct callers and messages to the right individuals as well as work to constantly improve the experience for the stakeholders during their communications with PSG.

The Receptionist must display a high level of professionalism, strong written and verbal communication in both languages, and exercise good judgement in a variety of situations. In addition, the Receptionist may from time to time be required to work independently on other tasks as assigned and many circumstances under pressure to handle a wide variety of activities while dealing with confidential matters with discretion.

**Requirements:**

In order to be effective, the individual must have proven work experience in customer service or an office environment. A skillful and pleasant telephone manner, being customer focused and proven ability to maintain a high level of confidentiality, including the handling of sensitive information along with exercising sound business judgement is critical. A professional temperament, including the capability to remain calm under challenging circumstances and increased workload pressures. In addition, they must show a demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment.

The following skillsets and competencies are listed below:

**Effective Listening:** Fully concentrate, understand and ask thoughtful questions to ensure the callers are being directed to the correct PSG individual. Also, to ensure task instructions are consistently completed with minimal errors and in a timely manner.

**Organization:** Attention to detail, ability to multitask, time management and collaboration. Organize and update the Master Directory containing all employee names and various customer relationships. Coordinate with backups in other time zones and lunch hour.

**Problem Solving:** Ability to resolve/diffuse customer complaints and concerns.

**Time Management:** Ability to effectively establish and execute priorities in a dynamic and changing environment with tight deadlines.

**Relationship Management:** To advance the work of the organization by interacting with internal/external stakeholders in developing professional and productive relationships.

**Communication:** Ability to produce clear to communicate in a professional, positive and friendly demeanor. Seek out new and better ways to direct external communications with the utmost concern with customer service.

**Ability to adapt to change:** Ability to recognize change is constant as it relates to daily business activities, resources, customer requirements and communication methods. Aptitude to listen and adapt shared methods of resilience may be required.

**Hours of Work:**

Commence at 9:00am until 5:00pm Monday to Friday, with 1 hour lunch break.

**Key Responsibilities:**

**Communication**

- o Respond and direct internal and external inquiries in a professional and concise manner.
- o Operate a multi-line digital switchboard and direct incoming calls to appropriate employee.
- o Update the Master Directory with employee names, supervisor relationships, customer service contacts, service and maintenance emergency lines and other key communication information.
- o Coordinate with backups in other times zones to ensure a twelve-hour coverage of the switch board.
- o Managing and responding to voicemails and redirecting to the right employee.
- o Maintain a high level of confidentiality in all interactions.
- o Work with IT and Brand Communications to find ever evolving methods to receive incoming communications – e.g. chat bot, live chats etc.

**Work Area**

- o Ensure and maintain a tidy and presentable work area.
- o Respond to telephone requests.

**Support**

- o Assist with different departmental tasks, including certain translations.
- o Assist the AP department with tasks as required.
- o Other duties as assigned. Focus and priority will be the switchboard.

**Education and Background:**

- o 3 to 5 years' experience in customer service or in an office environment.
- o Bilingual speaking and written proficiencies in English and French with proven ability to compose professional written communications.
- o Professional attitude.
- o Exceptional timekeeping.
- o Excellent organizational skills.
- o Multitasking and time-management skills, with the ability to prioritize tasks.
- o Customer service attitude.