



Community Receptionist

Full-time, Regular

The North Grove strives for a staff composition that is diverse and reflective of the community of Dartmouth North. Individuals who identify as Indigenous, African Nova Scotian, Black and/or from another group that is under-represented in workplaces are encouraged to apply and self-identify. **Priority will be given to applicants from these equity-deserving groups.**

About The North Grove:

The North Grove (www.thenorthgrove.ca) is a dynamic community hub, situated in the diverse community of Dartmouth North. We offer services, programs, and space for people to learn and connect through family support, food, and friendship. We also partner with more than 25 organizations to help improve health, reduce social isolation and strengthen connections in this community.

The North Grove team is made up of 30 staff. We work with a dedicated Board of Directors, more than 170 community volunteers and a network of supporters that includes funding partners, corporate and individual donors. Collaboration, creativity, and community-centered decision making are important to us.

Diversity, equity, inclusion, and belonging (DEIB) are central to our work and as a team we have committed to a DEIB framework that includes ongoing learning opportunities, policy development, and partnership work.

Learn more about our DEIB commitment here: <https://www.thenorthgrove.ca/deib>

Our approach is rooted in strengths-based practice. This practice sees all members of our community as having resourceful and resilient qualities and strives to support individual self-determination. We seek applicants who share our commitment to working within this model.

The Opportunity:

We are looking for a Community Receptionist to join our team. The Community Receptionist is the welcoming face of The North Grove, creating a welcoming, safe, and inclusive first point of contact for community members. The role helps participants register for programs, learn about other



community resources, and connect with internal and external supports, all while ensuring every visitor feels seen, respected, and supported. This is a front facing role and a great opportunity for someone who is searching for a position where they can interact with people throughout their day. If you thrive in bustling community spaces, love helping people, and are committed to treating everyone with dignity and grace, this may be the job for you!

Hours: 37.5 hours per week Monday to Friday, with some evenings and weekends as required

Reporting structure: The Community Receptionist will report to the Operations Manager

Works closely with: Community Programs Manager, Director of Programs and Services

The Community Receptionist will:

- Welcome all participants, suppliers, donors, volunteers, partners, and others who are coming into The North Grove, creating a warm, inclusive, and respectful first point of contact.
- Support participants who are waiting for meetings and programs. Engage in conversation, provide information and advocacy support or direction to the appropriate staff.
- Maintain a consistently calm and positive presence in the drop-in room.
- Answer the phone and direct calls to the appropriate staff member, monitor the central email address, and respond to appropriate social media messages.
- Register participants for programs and appointments. Remind participants of programs through daily reminder calls.
- Support participants in identifying and connecting with internal programs or external community resources, connecting them to The North Grove's Community Navigator for in depth support as needed.
- Assist community members with fax, photocopying, and printing as required.
- Input data and maintain the database and other administrative tasks.
- Oversee the trading cupboard and assist with supervision of volunteers at the trading cupboard.
- Receive in-kind donations and maintain organizational systems for donations.
- Participate in broader activities that support the organization: tours, videos, fundraising opportunities, posting program information, special events, internal committees, etc.
- Support and champion our growing focus on Diversity, Equity, Inclusion, and Belonging.



What you will bring:

The North Grove is seeking to build a diverse team and values lived experience and non-traditional ways of learning. If you don't meet all the criteria below but you are excited about the job description and believe you bring unique experience and perspective, please apply!

- Work experience in customer service, reception, or community-facing roles is required.
- Ability to work positively within our diverse community showing sensitivity to those who experience poverty, discrimination, mental health and substance use challenges is essential.
- Knowledge of the community of Dartmouth North and available resources, or commitment to learn this knowledge quickly.
- Commitment to diversity, equity, inclusion, and belonging and working with a strengths-based and trauma-informed perspective.
- Diploma or coursework in social services, community support, or related fields is preferred.
- Experience working with children and vulnerable populations is an asset.
- Strong boundaries and ability to manage emotionally sensitive interactions.
- Exceptional interpersonal skills and ability to work in a team.
- Familiar with and comfortable using computers and technology. Experience with database software and Microsoft programs is an asset.
- A strong drive for personal and professional development and desire to learn.

*Note that this role is a desk-based, reception-style position which requires sitting for long periods of time and being responsive to community needs both in person and over the phone throughout each day.

What We Offer:

The North Grove is a caring and high-energy work environment. Staff wellbeing is prioritized, and we provide training opportunities, employer-paid medical/dental benefits from day one, 4% employer-paid RRSP contribution after probation, 4 weeks of paid vacation, all statutory holidays, paid sick time and 4 personal days. A computer is provided as well as a telephone stipend.

Salary hiring range: \$46,350 – 51,500*

*Compensation will be determined based on candidate skills, experience, and internal equity. Future earning potential for this role is currently \$56,650.

The Selection Process:

Shortlisted candidates will be invited to a short initial phone screening call to go over the basics of



the position, get a high-level understanding of your experience, and answer any questions you may have.

Following the phone screening calls, a handful of candidates will be invited to an in-person interview at The North Grove, followed by a second interview if required. Candidates are encouraged to submit any accommodation requests to the email below.

Everyone who applies for this position will receive an email update from The North Grove within one month of the application deadline.

How to Apply:

To apply, please send a cover letter and resume in one document by email to Naomi Samela, Operations Manager, at careers@thenorthgrove.ca under the subject line: Application for Community Receptionist **by Friday, November 21, 2025, at 9:00 am.**

