



## CHIPPEWAS OF NAWASH UNCEDED FIRST NATION

### Band Administrative Office Receptionist

<b>Department:</b>	Band Administration
<b>Program:</b>	Band Administration
<b>Report To:</b>	Office Administrator
<b>Term of Employment:</b>	Full-Time Permanent
<b>Hours of Work:</b>	37.5 hours per week
<b>Level:</b>	Level 1 (\$17.30/hr - \$21.60/hr)

#### **JOB PURPOSE**

The Receptionist is responsible for creating a welcoming environment, greeting, informing and directing visitors and employees in a warm, courteous and professional manner. This position is also responsible for a wide variety of clerical office duties in support of Band Administration. This includes, answering and referring inbound telephone calls and emails, photocopying, monitoring and ordering supplies, distributing incoming mail, coordinating outgoing mail and courier services, ensuring timely communication to community members by ensuring Band Council Minutes are available to community members on a timely basis. Provide support in coordinating and communicating office activities as required.

#### **KEY DUTIES AND ACCOUNTABILITIES**

- Create a positive, professional and welcoming environment, greeting, informing, and directing visitors, community members and employees in a warm, courteous, and professional manner
- Ensure Band Council minutes are available to community members on a timely basis
- Respond to telephone, e-mail, and in-person inquiries and refer all inquiries to the appropriate individuals
- Take, record and distribute telephone, e-mail, or written messages for staff members
- Receive, sort, and distribute mail
- Coordinate, monitor messenger and courier services including accepting inbound courier packages
- Type forms, letters, reports, and memos as necessary
- Receive and distribute all forms of paper correspondence
- Organize, maintain, and coordinate office records and files
- Where necessary, assist in the compilation of data for various reports
- Assist with the coordination and logistics of meetings, special projects, and events
- Receive and monitor community centre bookings
- Provide information to staff and/or community members about activities and events
- Assisting as needed with the appropriate evacuation procedures in the event of an emergency and ensuring lobby is evacuated
- Observe and report any security issues
- Follow all Nawash policies and procedures including Occupational Health and Safety policies at all times
- Photocopy and deliver flyers as required
- Ensuring reception and other common areas are tidy, clean and organized
- Provide clerical and administrative support to various teams, when required
- Update and maintain contact lists
- File and organize paper and electronic documents, such as emails, invoices, reports, and other administrative records
- Perform other duties as assigned

## **REQUIREMENTS**

### **Education and Experience:**

- High School Diploma or equivalent with one year work experience in directly related role or two (2) years work experience in a directly related role

### **Knowledge, Skills & Abilities:**

- Experience with general office duties and office equipment such as phones, printer/copier/fax, shredder, et
- Working knowledge of computers and various software including Microsoft Office (Excel, Word, Outlook)
- Understanding of filing systems and database systems
- Ability to write simple correspondence including memos, letters, etc.
- Knowledge of office supplies and processes for ordering/purchasing
- Good analytical and mathematical skills
- Ability to understand and carry out verbal and written instructions
- Ability to work independently with little to no supervision
- Understanding the importance of maintaining privacy and confidentiality at all times
- Willingness to take all reasonable and necessary precautions to ensure personal health and safety and that of fellow employee

### **Designations, Licences & Requirements:**

- Criminal Record Check
- Bondable
- CPR First Aid would be considered an asset

## **PROBLEM SOLVING & COMMUNICATION**

- Exceptional customer service skills and ability to communicate professionally, verbally, non-verbally and in writing
- Strong conflict resolution and problem-solving skills

## **DECISION MAKING & IMPACT**

- Some decision making is required, but in following written or verbal direction with minimal impact

## **SAFETY RESPONSIBILITIES**

- Ensure thorough understanding of Health and Safety Policy and Procedure Manual and Occupational Health and Safety acts and regulations
- Ensure using prescribed protective equipment and/or devices for safety and setting example
- Follow reporting for potential and actual hazards
- Take every reasonable precaution in the circumstances for the protection of self and others

## **STAFF REPORTS**

- No staff reports
- Some instruction to others providing coverage

**WORKING CONDITIONS**

- **Physical Demands** – Long periods of sitting, standing, typing and some walking. Lifting of some objects not exceeding 20 pounds
- **Environment** – Mainly an office environment and indoor locations with some exposure to outside during travel and events. Minimal exposure to hazardous material (cleaning supplies)
- **Mental Effort** – Quick thinking for frequent handling of difficult situations that some may find stressful and or upsetting. Accuracy of reports and meeting deadlines.
- **Position Type/Expected Hours of Work** – Regular full-time hours of 37.5 hours per week with availability for evening and weekend work as required

This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

**I hereby acknowledge and agree to comply with the above job description necessary to fill the position.**

\_\_\_\_\_  
**Employee Name**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor Name**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**