

# KIIKENOMAGA KIKENJIGEWEN EMPLOYMENT & TRAINING SERVICES



## JOB DESCRIPTION

### Full- Time Receptionist

#### Purpose

The Full-Time Receptionist is responsible for providing secretarial, clerical and administration support in order to ensure our services are provided in an effective and efficient manner.

#### Scope

The Receptionist reports to the Finance Manager and is responsible for providing office and clerical services. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.

The Receptionist will ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions meet the relevant legislation, policies, and procedures.

#### Reporting to

Finance Manager

#### Education

Minimum; but may have some clerical experience

#### Professional Designation

None required

#### Previous Experience

Some or minimal experience required

#### Knowledge, Skills and Personal Attributes

The Full-Time Receptionist would normally attain the required knowledge, skills and attitudes through completion of an office procedures course combined with related experience. Equivalencies will be considered.

The incumbent must have proficient knowledge in the following areas:

- Knowledge of KKETS policies and procedures
- Understanding of Matawa First Nations Management
- Office administration
- Proper use of standard computer office applications
- Proper use of standard office equipment including telephone systems, copiers, postage machines, fax machines, scanners, laminators, binders
- Ability to maintain confidentiality
- An understanding of the Matawa First Nations cultural and political environment
- Fluency in a Matawa dialect

The incumbent must demonstrate the following skills:

- Team building
- Analytical and problem solving skills
- Decision making skills
- Effective verbal and listening communication skills
- Effective written communication skills

- Computer skills including the ability to operate computerized spreadsheet, email and word processing programs at a highly proficient level
- Stress management skills
- Time management skills

The incumbent must all demonstrate the following:

- Be honest and trustworthy
- Be respectful
- Possess cultural awareness and sensitivity
- Be flexible
- Demonstrate sound work ethics

#### Proficiency in Computer and Office Equipment Use

- Word processing
- Spreadsheets
- Databases
- Email
- Internet
- Computerized bookkeeping
- Fax
- Photocopier
- Voice messaging system

#### Personal Characteristics

- **Ethics:** Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Confidentiality:** Maintain strict confidentiality both inside and outside of the workplace
- **Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization
- **Communication:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- **Client focus:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- **Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- **Decision making:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- **Leading:** Positively influence others to achieve results that are in the best interests of the organization
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Planning:** Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results
- **Problem solving:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem, often using creativity and innovative thinking

- **Energy:** Bring energy and enthusiasm to the workplace
- **Flexibility:** Adapt to changing scenarios and stimuli
- **Quality:** Focus on details and ensure all work is of a high standard of quality
- **Results:** Focus on achieving desired outcomes of all tasks undertaken
- **Accountability:** Be reliable, dependable, and accountable for personal actions
- **Coaching:** Coach and mentor others to help them develop both professionally and personally
- **Professional development:** Be driven to continuously improve professional knowledge and skills

#### Working Conditions

- The employee may have to lift, carry, and manage various equipment and supplies
- The employee may have to spend long hours sitting to use computer or office equipment, or to attend meetings
- The employee may be required to work in an environment that is busy and noisy, with frequent interruptions and distractions
- The employee may be required to manage multiple tasks and projects at one time
- The employee may be required to work odd or long hours under stressful conditions at certain times to complete special requests or projects
- The employee will be responsible to monitoring the resource centre along with designated staff member

**MAIN ACTIVITIES**

- Answer general phone inquiries using a professional and courteous manner
- Direct phone inquiries to the appropriate staff members
- Reply to general information requests with the accurate information
- Greet clients/suppliers/visitors to the organization in a professional and friendly manner
- Sort and prepare the daily mail and courier parcels
- Open and date stamp all general correspondence
- Maintain a record of and distribute all correspondence
- Forward incoming general e-mails to the appropriate staff member
- Forward voice mail from the general mailbox to the appropriate staff member
- Purchase, receive and store the office supplies ensuring that basic supplies are always available
- Schedule and maintain meeting room bookings
- Ensure lobby/reception area is kept organized and tidy
- Ensure resource/lunch room areas are kept organized and tidy

**OFFICE ADMINISTRATION**

- Provide secretarial and administrative support to management and other staff
- Use computer word processing, spreadsheet, and database software to prepare reports, memos, and documents
- Code and file material according to the established procedures
- Update and ensure the accuracy of the organization's databases
- Back-up electronic files using proper procedures
- Make travel, meeting and other arrangements for staff
- Coordinate the maintenance of office equipment
- Prepare and issue receipts for all incoming payments
- Prepare recycling collection dates

**OTHER**

Perform other duties as required

**Certification**

The above statements are intended to describe the general nature and level of work being performed by the incumbent for this position. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

**EMPLOYEE**

I certify that I have read and understand the responsibilities assigned to this position.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**KKETS MANAGEMENT**

I certify that this written job description accurately describes the responsibilities assigned to this position.

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_