



CHIPPEWAS OF NAWASH UNCEDED FIRST NATION

Receptionist

Department: Health and Wellness
Program: Health Centre
Reports To: Health Manager
Hours of Work: 37.5 hours per week
Term of Employment: Full-time permanent

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 Health and Wellness. This includes, answering and referring inbound telephone calls and emails, photocopying, monitoring and ordering supplies, distributing incoming mail, coordinating outgoing mail and courier services, and ensuring timely communication to community members. 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
- 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
- Provide administrative support to Health and Wellness as required
- 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
- Arrange and book meetings in boardrooms, off-site conference halls, and other locations; ensure the appropriate presentation equipment is there
- 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
- 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, or an acceptable combination of education and experience

Knowledge, Skills & Abilities:

- Knowledge of general office procedures
- Knowledge of the structure of First Nation, culture and traditions
- Skilled with office equipment, computers and various software including Microsoft Office, Word, Excel
- Knowledge of inventory and ordering of supplies and equipment
- Basic financial literacy

Designations, Licences & Requirements:

- Acceptable recent Criminal Record Check
- CPR First Aid or ability to obtain within probationary period
- Training and Certification in WHMIS, 2015, Occupational Health & Safety Awareness, Workplace Violence & Harassment Training, COVID-19 Health & Safety, Health & Safety Overview

PROBLEM SOLVING & COMMUNICATION

- Good written and verbal communication and customer service skills for interacting with internal and external individuals to build and maintain relationships
- Solve problems using policies and procedures with minimal supervision
- Adhering to confidentiality and handling private and sensitive matters and documents with discretion and tact
- Conflict resolution for handling difficult situations and or persons

DECISION MAKING & IMPACT

- Ability to work independently with little or no supervision

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 direct reports, but may be required to show others how to perform tasks

WORKING CONDITIONS

1. Physical Demands – Long periods of sitting at computer, some standing and walking. Lifting items up to 10lbs.
2. Environment – Mainly an office environment and indoor locations with some exposure to outside during travel and events. Minimal exposure to hazardous material (cleaning supplies)
3. Mental Effort – Quick thinking for frequent handling of difficult situations and or persons that some may find stressful and or upsetting
4. Position Type/Expected Hours of Work – Full-time permanent 37.5 hours per week

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 description necessary to fill the position.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date