

Title *Receptionist/Office Coordinator – Relief Coverage*

Reports To *Operations, Payroll & Benefits Coordinator*

Job Summary

The Receptionist effectively carries out reception and general administrative tasks providing excellent customer service as the initial greeting and welcome to visitors/callers. The Receptionist uses a cordial and friendly approach and promptly addresses customer needs in a professional manner, and works to build effective relationships within the organization, associated agencies, government, and the general public.

Duties and Responsibilities

Reception:

1. Answers incoming telephone calls and addresses visitors, directing inquiries, providing information, screening calls, setting up appointments, and taking messages as required
2. Distributes incoming mail and faxes after date stamping; organizes outgoing couriers
3. Maintains the office calendar recording governing body and management meetings, events, and critical deadlines; coordinates boardroom booking system; maintains staff "in/out" attendance
4. Ensures the general tidiness of the main entrance/reception area, including the photocopier room
5. Ensures completion of paperwork, sign-in, sign-out procedures
6. Organizes catering (food/beverages) for events or guests as required
 - Leadership Meetings – Ensure coffee, tea, etc. is set up in the INDC boardroom. Set up for lunch in the INDC boardroom (plates, cutlery, etc is put out in the morning). Clean up and bring the caterer's items downstairs and left over food is packaged up. Clean tables before & after meeting.
7. Ensure that all staff leaves, community travel, meetings, lateness and absences, etc. are entered into the attendance log.

General Office Services:

1. Performs general administrative duties including maintaining bulletin boards, faxing, photocopying, data entry, and word processing of correspondence and other documents
2. Provides assistance to team members/management for special projects, including conducting research, coordinating reports and documentation, or assisting with travel or community events
3. Maintains office telephone extension directory and updates this periodically, providing updates to employees and management as required
4. Collects all outgoing correspondence, prepares mail with appropriate postage, delivering outgoing mail and collecting new mail daily
5. Arranges for servicing of office equipment and orders office/kitchen supplies
6. RIMS
7. Ensures Birthdays, new council members and sympathy cards are mailed out as necessary
8. Create and implement Receptionist
9. Organizes the annual update of the organizations office assist inventory list for both Tribal Council and Treaty Society
10. Other duties as assigned or required

Building:

1. Ensures twice yearly check-ups are completed for HVAC system
2. Ensures completion of paperwork, sign-in/out and security procedures are followed
3. Oversees and ensures that general maintenance and repairs to building and yard are carried out
4. Ensures yearly maintenance of fire extinguishers and exit lights

The duties listed are provided as examples of area of responsibility and are not intended to create limits to responsibility but to help understand the scope of the position. All staff are expected to be team oriented and maintain confidentiality of all information gained while working with the organization.

September 2019

Qualifications

Education:

- Graduation from High School Grade 12 or equivalency

Competencies:

The Receptionist should demonstrate competence in some or all of the following:

- Quality – sets and attains quality standards that meet or exceed requirements
- Planning & Organizing – plans and organizes time effectively to meet goals and timetables visualizing needs for the future
- Accountability – holds self-accountable for achieving goals and personal development; delivers on commitments
- Communicating information – creates an environment where open, honest communication is valued and develops strong, cooperative relationships

Skills and Abilities:

- Accurate typing speed of 30 words per minute
- Proficiency in the use of computer programs for word processing, databases, spreadsheets, email and the internet, to the intermediate level (capable of using a large number of functions and feel confident using the program)
- Must have strong administrative, organizational and communication skills
- Ability to deal tactfully and effectively with clients, customers, suppliers, and co-workers
- Ability to self-regulate, meet deadlines, have attention to detail
- Recognizes and respects all cultural diversity and has an understanding of Aboriginal culture

Experience:

- Six months to one year administrative, clerical or coordination experience
- Demonstrated experience in developing and maintaining office systems and controls

Working Conditions:

- Office environment: most services are provided immediately; the employee must be aware of the sensitivity, confidentiality and urgency of requests while balancing other work commitments
- Receives moderate supervision with less frequent direction and review of the work performed

General Category:

- Operates as part of a team and is flexible about the boundaries and functions of the job.
- Maintains open and professional communications with co-workers, board members and all others who do business with the society or member bands.
- Ensures that all internal and external deadlines are met.
- Travels as required in the performance of their job.
- Serves on committees as directed by the Executive Director.
- Takes responsibility for identifying upgrading of personal skills necessary to perform job duties.
- Successfully completes all training courses undertaken at the direction of Executive Director
- Maintains confidentiality of all information see, heard or obtained by virtue of employment
- Recognizes and respects all cultural diversity and has an understanding of Aboriginal culture.

Conditions of Employment

- Must be able to obtain and maintain a Criminal Records Check
- Must be able to obtain and maintain a valid BC Driver's Licence

Directly Supervises

- None

Position Classification

Salary Grid Level:

Security Level: 4

I have read the duties and responsibilities assigned to this position and described in this document. I agree to undertake these duties and responsibilities. I understand that this job description will be used as source to evaluate my job performance.	Employees Signature: _____ Name: _____	Date: _____
The information contained in this document represents a realistic description of the duties and responsibilities of the described position as of the effective date.	Supervisor Signature: _____ Name: _____	Date: _____