

KIIKENOMAGA KIKENJIGEWEN EMPLOYMENT & TRAINING SERVICES



JOB DESCRIPTION

Receptionist/Data Entry Clerk

Purpose

The Receptionist/Data Entry Clerk is responsible for providing secretarial, data entry, clerical and administration support in order to ensure our services are provided in an effective and efficient manner.

Scope

The Receptionist/Data Entry Clerk reports to the ASAP Program Manager and is responsible for providing office and clerical services and to maintain client data in accordance with the applicable funding agreement. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.

The Receptionist/Data Entry Clerk 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

ASAP Program Manager

Education

College Diploma in Office Administration

Professional Designation

None required

Previous Experience

- Computer skills and experience in Microsoft Word, Excel and Access
- Data entry
- Office applications
- File and records Management

Knowledge, Skills and Personal Attributes

The Receptionist/Data Entry Clerk 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:

- 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
- Computer skills and experience in Microsoft Word, Excel and Access
- Data entry
- Office applications
- File and records Management
- 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 in a professional and courteous manner
- Direct phone inquiries to the appropriate staff members
- Reply to general information requests with 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
- 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

DATA ENTRY

- Enter all client applications into the Database
- Communicate to appropriate staff about clients missing any information that is required for a complete application
- Track progress, keep records and create statistical charts
- Ensure client database is kept up to date
- Ensure proper close out of client files
- Ensure participant surveys are completed
- Perform participant follow-ups regarding employment outcomes
- Assist in the report evaluation findings to the ASAP Program Manager and recommend changes to enhance the program, as appropriate

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: _____