

MATAWA FIRST NATIONS MANAGEMENT



Job Description

RECEPTIONIST

PURPOSE OF THE POSITION

The Receptionist is responsible for providing secretarial, clerical and administrative support in order to ensure our services are provided in an effective and efficient way.

SCOPE

The Receptionist reports to the Manager Finance and Administration 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.

RESPONSIBILITIES

1. Provide office support services to ensure efficiency and effectiveness within the Thunder Bay Office.

Main Activities:

- Receive, direct and relay telephone messages, fax messages and electronic messages;
- Direct the First Nations Members and the general public to the appropriate staff member;
- Sort and prepare the daily mail;
- Open and date stamp all general correspondence;
- Maintain a record of and distribute all correspondence;
- Maintain an adequate inventory of office and kitchen supplies;
- Respond to public inquiries;
- Provide word-processing and secretarial support;
- Schedule and maintain meeting room bookings.

2. Performs clerical duties in order to maintain Thunder Bay office administration

Main Activities:

- Monitor the use of supplies and equipment;
- Coordinate the repair and maintenance of office equipment;
- Prepare and issue receipts for all incoming payments;
- Prepare purchase orders for supplies, recycling and travel arrangements;
- Maintain forms and lists for access by staff.

3. Performs receptionist functions.

Main Activities:

- Answer all incoming calls and handle caller's inquiries whenever possible;
- Re-direct calls as appropriate and take adequate messages when required;
- Greet, assist and/or direct students, visitors, Members and the general public;
- Ensure lobby/reception area is kept organized and tidy.

4. Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

The 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.

Knowledge

The incumbent must have proficient knowledge in the following areas:

- ✓ 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;
- ✓ Fluency in a Matawa dialect;
- ✓ Ability to maintain confidentiality;
- ✓ An understanding of relevant Matawa policies and procedures;
- ✓ An understanding of the Matawa First Nations cultural and political environment.

Skills

The incumbent must demonstrate the following skills:

- ✓ Team building;
- ✓ Analytical and problem-solving skills;
- ✓ Decision making skills;
- ✓ Effective verbal and listening communications skills;
- ✓ Effective written communications 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.

Personal Attributes

The incumbent must also demonstrate the following personal attributes:

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

WORKING CONDITIONS

Physical Demands

The Receptionist will have to spend long hours sitting and using office computers and equipment, which can cause muscle strain. The Receptionist may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

The office may be a busy facility. The Receptionist may have to manage several tasks at a time and may be interrupted frequently to meet the needs and requests of members, students, clients and staff. The Receptionist may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Receptionist to concentrate.

Mental Demands

The Receptionist will have to manage several requests and situations at one time. Stress may be caused by the need to complete tasks within tight time limits and deadlines.

CERTIFICATION

Employee Signature

Printed Name

Date

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

Supervisor's Title

Supervisor's Signature

Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

Chief Executive Officer's Signature

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

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