MATAWA FIRST NATIONS MANAGEMENT

Matawa
EDUCATION & CARE CENTRE

Job Description

Receptionist

Matawa Education and Care Centre (MECC)

PURPOSE OF THE POSITION

The MECC Receptionist provides day-to-day support, reception duties and administrative assistance to the Matawa Education and Care Centre. Reporting to the Executive Director: Education Department, and the MECC Administration, the MECC Receptionist is responsible for the daily office operations and procedures to ensure the effectiveness and efficiency within the Matawa Education and Care Centre.

SCOPE

The MECC Receptionist is the first point of contact for visitors and/or callers to the Matawa Educatiom and Care Centre. Communicating in a positive, friendly and informative manner, the MECC Receptionist provides information or refers inquiries to staff as required. Reception duties also include screening of request related to the MECC and its staff and students and further ensuring that access to the Matawa Education and Care Centre is monitored and controlled.

The MECC Receptionist shall provide administrative support for staff and for the Matawa Education and Care Centre. These supports include managing correspondence; file management; inputting data; coordinating appointments, travel and meetings; assisting and referring callers; maintaining student and school records and managing the general office environment.

RESPONSIBILITIES

1. Reception
   - Open and close the Matawa Education and Care Centre office
   - Greet guests, students, staff members and the general public in a positive, friendly and professional manner
   - Monitor attendance of staff and students
   - Maintain a logbook of visitors and clients
   - Answer telephone calls and provide a response or direct the call to the appropriate Education staff member
   - Maintain a log of incoming and outgoing mail, correspondence and packages
   - Acknowledge and prepare responses to routine correspondence for the MECC

2. Clerical Support
   - Coordinate activities for the Principal and Vice Principal, and MECC staff members
   - Acknowledge and prepare responses to routine correspondence and telephone calls for the MECC
   - Maintain up-to-date filing systems for general correspondence and specific programs in the MECC
   - Provide general assistance to MECC Administration by referring correspondence for action/response, by obtaining briefs from MECC staff members and by monitoring and tracking correspondence, including project proposal submissions, reports, and funding agreements
   - Prepare correspondence and memorandums, and assist in the preparation and publication of reports as required
   - Contact First Nations, external organizations and individuals as required
   - Update contact lists and other correspondence related to the organization and operation of the office

3. Meetings
   - Coordinate and maintain an up-to-date schedule of activities and meetings for MECC Administration
   - Prepare meeting correspondence and meeting packages; and record, transcribe and/or prepare and also copy minutes of meetings for MECC Administration
   - Maintain confidentiality and safe keep of all minutes of meetings of the Matawa First Nations Education Authority

4. Communication, Referrals and Public Relations
   - Present a positive, professional image of Matawa in all interaction with staff members, students, and the general public

- Develop and maintain a cooperative working relationship with Matawa First Nation community band offices and other external organizations and agencies
- Liaise positively with callers and the public regarding the MECC
- Provide general information, assistance and referrals for guests and callers
- Assist with distribution of general MECC information and materials at the office
- Maintain positive contacts and linkages with member First Nations and Aboriginal organizations as well as non-Aboriginal organizations and government offices

5. General Administrative Duties
   - Prepare reports as directed by MECC Administration
   - Prepare and check purchase orders, cheque requisitions, and codes invoices
   - Type documents, reports, and correspondence as directed by MECC Administration
   - Maintain an inventory of all equipment, supplies, and materials
   - Prepare invoices for any outstanding fees
   - Order supplies as needed and place service calls for office equipment maintenance

6. Perform other duties as required

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Diploma in office administration and a minimum of three (3) years' experience, or an equivalent combination of education and experience
- Computer literate, preferably Apple environment, ability to use different office software programs and applications
- Knowledge and understanding of First Nation and Ontario education systems
- Knowledge of office administration
- Ability to maintain a high level of accuracy in preparing and entering of information
- Knowledge of human resource information, maintaining confidentiality

Skills

The incumbent must demonstrate the following skills:

- Excellent oral and written communication skills
- Experience with data entry
- Demonstrated interpersonal and leadership skills
- Ability to handle multiple tasks simultaneously
- Work well with employees
- Note taking skills
- Ability to work with little supervision
- Strong work ethic and the ability to work overtime when needed
- Attention to detail skills
- Ability to speak Ojibwe, Cree or Oji-Cree is considered an asset

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of MLC Receptionist. The incumbent must also demonstrate the following personal attributes:

- Must be able to perform work duties with minimal supervision
- Organized and able to multi-task
- Punctual with time management skills
- Ability to work well with people from a variety of different backgrounds (students, general public, school staff, education staff, senior management)
- Must be willing to travel as required if needed
- Must provide a current Criminal Record Check/Vulnerable Sector and tuberculosis skin test

WORKING CONDITIONS

Physical Demands

The MECC Receptionist may have to travel throughout the community in all weather. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The MECC Receptionist may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Matawa Education and Care Centre Building may be a busy facility. The MECC Receptionist may have to manage a number of projects at one time and may be interrupted frequently. The MECC 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 can include reading and use of the computer, which may cause eyestrain and occasional headaches.

Mental Demands

The MECC Receptionist will have to manage a number of requests and projects at one time. They must be aware of Tribal Council business in the communities and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time.

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.

Executive Director'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.