

## Job Description

POSITION:	Receptionist
ACCOUNTABILITY:	Accounting Supervisor
CLASSIFICATION:	Full-time
DATE APPROVED:	May 27, 2014

### **JOB PURPOSE**

Under the direction of the Accounting Supervisor, the Receptionist is responsible for providing reception and clerical support for the Agency. The Receptionist is responsible for greeting customers in person or on the telephone and directing them to the appropriate personnel. The Receptionist is to type, photocopy and file documents, open and record incoming and outgoing mail and faxes, coordinate vehicle maintenance and maintain office supplies.

### **KEY JOB FUNCTIONS**

#### **Reception:**

Greet customers in person or on the telephone and direct them to the appropriate personnel.

- Prepare and maintain staff contact list including extensions, cell phones and e-mail
- Answer the telephone and direct calls to the appropriate personnel
- Greet customers coming to the Agency and notify the appropriate personnel of their attendance
- Update and maintain staff sign in/out board
- Ensure after-hours telephone service is operational and up-to-date with appropriate staff contact information

#### **Record Incoming and Outgoing Mail and Faxes:**

Record and distribute incoming and outgoing mail and faxes.

- Pick up and send mail on a daily basis
- Open incoming mail, Purolator or special delivery mail, date stamp it, record it in the incoming mail log and distribute to the appropriate personnel
- Receive incoming faxes and distribute to the appropriate personnel
- Record outgoing mail in the mail log and ensure it has adequate stamps for mailing
- Replenish postage meter as required
- Contact Purolator or courier service regarding urgent outgoing mail
- Prepare and file documents for courier and record appropriately in outgoing mail

#### **Clerical and Administrative Support:**

Provide clerical support as needed and required.

- Photocopy and file documents as needed and required
- Prepare forms, letters and documents as required
- Secure quotes from suppliers and process purchase orders to purchase office and other supplies
- Order, distribute and maintain inventory of supplies
- Coordinate meetings through organizing agendas, meeting space, food, accommodations and meeting packages
- Coordinate IT and special requirements for meetings such as laptops, screens, projectors, etc.
- Coordinate travel accommodations for staff
- Maintain efficient filing systems
- Manage and ensure maintenance of office equipment
- Setup and install alarm system including authorizing, ordering, monitoring and signing out swipe cards and notifying company of any changes, pass codes and training required
- Prepare new administration forms as required
- Prepare business cards as required

**Vehicle Operations:**

Maintain company vehicles.

- Ensure log books are maintained in each company vehicle
- Coordinate vehicle repairs and maintenance
- Deliver and pick up vehicles for repairs, maintenance and cleaning
- Ensure vehicle sign in/out log is properly documented
- Maintain vehicle keys and distribute as signed out
- Coordinate vehicle ownership, license plates, license plate stickers and insurance slips
- Ensure vehicles are properly supported with first aid kits, log books, snow tires, washer fluid, snow brushes and other necessary vehicle supplies

**Administration & Reporting:**

Complete administrative duties and adhere to Agency policies, procedures and relevant practices.

- Ensure confidentiality and safekeeping of all Agency documents and records
- Develop and maintain accurate, up-to-date and concise work files
- Work in compliance with Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

**Other Duties:**

- Other duties as required and assigned

**QUALIFICATIONS**

**Minimum Education**

- Diploma in Office Administration

**Minimum Experience**

- Two (2) years' experience in an office setting

**Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of office systems, equipment, processes and procedures
- Basic knowledge of child welfare is an asset

**Special Skills**

- Excellent computer skills with MS Office Software
- Excellent telephone and interpersonal skills
- Excellent customer service skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Ability to take initiative, work independently and work with minimal supervision
- Ability to work within a team environment
- Ability to meet deadlines
- Ability to display a positive and helpful attitude
- Ability to adapt to change
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

**Other Requirements**

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage

**WORK SITE LOCATION**

The position will be based out of the head office in Batchewana First Nation.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Receptionist/Support Clerk will typically be in an office setting. The Receptionist/Support Clerk is frequently required to operate a computer and file and retrieve written documents. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending.

Clerical positions can be mentally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Receptionist/Support Clerk to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

**TECHNOLOGY & EQUIPMENT**

Computer, photocopier, telephone, fax machine and adding machine

**SUPERVISORY RESPONSIBILITY**

This position is not required to supervise any staff.

**KEY RELATIONSHIPS**

**Internal**

The position requires interaction with co-workers and other staff.

**External**

The Receptionist/Support Clerk will interact with clients and customers of the Agency.

**DISCLAIMER**

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

**SIGNATURE**

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date