

JOB DESCRIPTION

Receptionist-Casual

SUMMARY:

The Receptionist provides key contact as the first contact with most individuals or organizations that contact Nishnawbe Aski Nation by visiting, telephone, fax and mail. Accordingly, the Receptionist must maintain and project a positive image for the organization. The Receptionist must be professional, organized, pleasant and able to multi-task in a busy office environment. Under the supervision of the Director of Human Resources, the Receptionist manages the reception desk, document flow.

DUTIES:**Reception:**

- Operate telephone switchboard - answer incoming calls in a professional and courteous manner; provide information or direct calls to the appropriate person;
- Respond to general email inquiries, or refer to other staff, as appropriate;
- Monitor staff and guest attendance; maintain an at-a-glance staff activity calendar, daily in/out board, and daily attendance sheets;
- Receive, record and distribute all incoming and outgoing mail and deliveries;
- Greet visitors to Nishnawbe Aski Nation in a professional manner;
- Maintain an organized reception area to ensure a clean and uncluttered look;
- Arrange for a relief receptionist in the event of absence or illness;
- Ordering of office supplies, lunches, etc. as required;
- Open/Close office daily.

Office security:

Notify IT of Key fob issues;

Report maintenance issues to the Building Manager.

Information Management (Mail/Courier/Fax):

- Record and distribute all incoming mail as per established procedures;
- Receive/record/distribute all incoming and outgoing faxes according to established policies and procedures;
- Operate the postage mailer system and replenish postage as necessary;
- Record outgoing mail and courier items, answer potential inquiries on dates and method by which items were forwarded as well as an accounting for prepaid envelopes;

- Deliver outgoing mail to postal outlet on a daily basis;
- Adhere to fire drill procedures.

General:

- Tidy Reception areas, and common areas as required;
- Perform general secretarial duties, such as photocopying/faxing as requested.
- Trains students/staff if needed regarding photocopying/faxing.
- Train all relief staff for reception coverage.
- All other duties as assigned.

CROSS TRAINING:

Position is doubled staffed; maintain call list of casual relief staff trained to fill reception duties during illness and scheduled absences.

ACCOUNTABILITY:

The Receptionist will be responsible and accountable to the Director of Human Resources for day-to-day and overall performance.

COMPETENCIES AND QUALIFICATION:

Candidate must possess the following skills and attributes:

Education/Experience:

- Diploma in office administration or related experience is desirable;
- Must be bondable (re: cash handling);
- Excellent verbal and written communication skills;
- Experience with a multi-line phone system is beneficial;
- Excellent computer skills and ability to use standard office programs (Word, Excel, Outlook, etc) and equipment (photocopier, fax, postage machine, etc.);
- Ability to speak a NAN language (Ojibway, Cree, and Oji-Cree) is an asset

LOCATION OF WORK: Thunder Bay

PORTFOLIO: Administration

CREATED /LAST UPDATED: November 2021