NAN CORPORATE SERVICES
100 Back Street, Unit 200
Thunder Bay, ON P7J 1L2
www.nan.ca
Phone (807) 623-8228
Fax (807) 623-7730
Toll Free 1-800-465-9952

JOB DESCRIPTION

Receptionist

POSITION SUMMARY

The Receptionist serves as the primary point of contact for individuals, First Nation communities, organizations, and other visitors communicating with or attending Nishnawbe Aski Nation (NAN) Corporate Services. The position provides professional reception services, manages incoming communications and correspondence, coordinates visitor reception, and supports general office administration. Under the supervision of the Human Resources Advisor, the Receptionist contributes to efficient daily operations while maintaining a welcoming, organized, secure, and professional reception environment.

DUTIES AND RESPONSIBILITIES

Reception and Visitor Services

- Answer and direct incoming telephone calls courteously and professionally; provide general information or refer inquiries to appropriate staff.
- Monitor and respond to general reception email inquiries, referring matters to appropriate staff as required.
- Greet and direct visitors, community representatives, and other individuals attending NAN Corporate Services.
- Maintain visitor sign-in and sign-out records and staff availability information for reception purposes, in accordance with established procedures and confidentiality requirements.
- Maintain an organized, tidy, and welcoming reception area and assist with common areas as required.
- Coordinate reception coverage during scheduled absences or unforeseen staffing gaps, in consultation with the supervisor; maintain an up-to-date list of trained relief personnel.

Office Administration and Information Management

- Receive, record, sort, and distribute incoming and outgoing mail, courier items, deliveries, and faxes in accordance with established procedures.
- Maintain accurate records of outgoing correspondence, postage, prepaid envelopes, and courier tracking information; prepare and deliver outgoing mail as required.
- Operate and maintain office equipment, including the postage system, photocopier, and other reception equipment; report servicing needs as appropriate.
- Order and coordinate office supplies, meeting refreshments, and other administrative requirements as authorized.
- Provide general administrative support, including photocopying, scanning, document preparation, and related clerical tasks.
- Assist in orienting and training students, staff, and relief personnel in reception processes and standard office equipment.

- Ensure all mandatory training required under the Canada Labour Code (CLC) and organizational policies is completed and kept up to date, including attending refresher training within required timelines.

Financial Administration

- Receive, record, and process cash and cheques in accordance with NAN financial policies, including preparing receipts and deposit documentation.
- Maintain petty cash records and assist with authorized bank deposits and bank runs, ensuring accurate documentation and secure handling of funds.
- Control authorized access to the office safe and safeguard funds, records, and valuables entrusted to the position, consistent with established procedures.

Security, Confidentiality and Emergency Procedures

- Follow office opening and closing procedures, including applicable building access and security checks.
- Monitor reception and visitor access; promptly report security concerns, key-fob issues, and maintenance matters to the appropriate staff, including IT or the Building Manager.
- Maintain confidentiality of employee information, organizational correspondence, financial records, visitor information, and other sensitive matters encountered in the role.
- Ensure confidential correspondence and documents are securely received and distributed only to authorized individuals.
- Follow fire safety, emergency evacuation, building security, and emergency response procedures, including assisting with visitor notification and evacuation as directed.
- Perform other related duties as reasonably assigned.

COMPETENCIES AND QUALIFICATIONS

- Post-secondary education in office administration or a related discipline, or an equivalent combination of education and relevant experience, is preferred.
- Excellent verbal and written communication, interpersonal, organizational, and customer service skills.
- Ability to prioritize competing demands, exercise sound judgment and discretion, and respond calmly and respectfully to challenging interactions.
- Proficiency with Microsoft 365 applications, including Outlook, Word and Excel, and ability to use multi-line telephone systems and standard office equipment.
- Knowledge of office administration, recordkeeping, confidentiality, and secure handling of information; experience with basic cash handling is an asset.
- Ability to communicate in an Indigenous language used within NAN territory, including Ojibway, Cree or Anishininimowin, is considered an asset.
- Awareness of and respect for NAN First Nation communities, cultures, protocols, and organizational priorities.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Work is performed primarily at a reception desk in an office setting with frequent public and employee contact, interruptions, and competing priorities.

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- The position may involve responding to challenging telephone calls or visitor interactions in a professional manner.
- Work includes regular computer use, sitting and standing, handling correspondence and supplies, and occasional lifting or moving of office materials, with accommodation as required.

ACCOUNTABILITY

The Receptionist reports directly to the Human Resources Advisor, who provides day-to-day supervision, work direction, and performance management, and is subject to the overall administrative authority of the Chief Administrative Officer. The Receptionist is responsible for performing assigned duties in accordance with NAN Corporate Services policies, procedures, and professional standards.

LOCATION OF WORK: Thunder Bay, Ontario