

**SCHEDULE “A” – JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>RECEPTIONIST</b>
<b>PRIMARY FUNCTION:</b>	The Receptionist is responsible for a wide variety of clerical office duties in support of Teme Augama Anishinabek Administration. This includes coordinating and communicating office activities, greeting and screening visitors, answering and referring inbound telephone calls, scheduling appointments and scheduling shuttle boat services. The Receptionist will also be responsible for administering Teme Augama Anishabek correspondence along with Bear Island mail.
<b>REPORTING RELATIONSHIP:</b>	This position reports to the Operations Manager.

**COMPETENCIES:**

Accountability

- As a frontline worker, present a positive and professional image of the organization to all citizens, visitors, suppliers, inquiries, and other interactions.
- Respond to telephone, e-mail and in-person inquiries from clients, business partners and other parties.
- Refer all inquiries to the appropriate individuals or departments within the organization.
- Provide information to staff, citizens, and clients about special activities.
- Take and record telephone, e-mail or written messages for staff members.
- Type forms, letters, reports, and memos as necessary.
- Receive and distribute all forms of paper correspondence.
- Organize, maintain and coordinate office records and files in their proper locations.
- Coordinate the logistical aspects of departmental programs, such as meetings, seminars, workshops, special projects and events.
- Administer and manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.
- Maintain the reception in a tidy and presentable manner.
- Accept and monitor inbound shipments as necessary.
- Ensure all forms and reports are completed as needed.
- Assist in the compilation of data for various reports as required
- Receive payments from clients.
- Attend meetings to take minutes, as required. Report any security issues to the Operations Manager.

Event Planning

- Assist with coordination of events at the Band Office such as meetings, seminars, workshops, and special projects as required.
- Arrange and book meetings in boardrooms, off-site conference halls

and other locations; ensure the appropriate presentation equipment is available.

### Planning & Organizing

- Coordinate the logistical aspects of departmental programs, such as meetings, seminars, workshops, special projects and events
- Arrange and book meetings according to existing policies in boardrooms, meeting rooms, and Council Chambers.
- Arrange travel bookings via approved providers.
- Arrange the Shuttle Services for Teme Augama Anishinabek by taking bookings and relaying the times to the drivers.

### Resource Management

- Ensure the office supplies are adequately stocked by taking inventory of supplies and placing orders as required. Maintain a tidy and presentable reception area.

### Service Orientation

- Provide minimal administrative support and assistance to managers within the Band Office or as assigned by the Operations Manager

### Other Duties

- Professional Development – Willing to take training and continually update qualifications and knowledge.
- Act on behalf of the Operations Manager, as requested.
- Other duties related to the Receptionist position, as required.

### **QUALIFICATIONS:**

- **REQUIRED:** Ontario Secondary School Diploma (or equivalent).
- **REQUIRED:** Knowledge Teme Augama Anishinabek values, culture, and traditions.
- **REQUIRED:** Ability to attain and maintain a cleared Canadian Police Information Centre (CPIC) check including the Vulnerable Sector (VS) check.
- Post-Secondary Certificate/Diploma in Office Administration is considered *an asset*.
- Experience working in an administrative setting; reliability/dependability is considered *an asset*.
- Excellent organizational skills and attention to detail.
- Excellent computer literacy including a working knowledge of Microsoft Office Suite products including Word, Excel, PowerPoint, and Outlook.
- Strong knowledge of general office procedures.
- Strong records maintenance skills to maintain databases, filing systems, and minutes management.

- Excellent ability to compose simple correspondence including memos, letters, etc.
- Strong written and verbal communication skills.
- Excellent interpersonal and analytical skills.
- Strong typing skills.
- Able to work effectively in a team environment or independently.
- Knowledge of supplies, equipment, and/or services ordering, as well as inventory control of these items.
- Ability to understand instructions in a variety of ways including written and verbal.
- Strong time-management skills.
- Strong interpersonal skills to interact with diverse groups of individuals with a professional and positive attitude.
- Valid Class 'G' Ontario Driver's License is considered an *asset*.
- Valid First Aid and CPR Level C certification or willingness to obtain, is considered an *asset*.