



# Kluane First Nation

<b>Title</b> Receptionist	<b>Department</b> Executive
<b>Reports to</b> Executive Manager	<b>Classification</b> Permanent Full-Time
<b>Supervisory Responsibility</b> n/a	<b>Wage Classification</b> LT5
	<b>Approval Date</b> July 2018

## Summary

This position reports to the Executive Assistant and is responsible for the reception area of the First Nation Administration Office. The position deals with the public and community members. This position is responsible for efficient communication internally with Kluane First Nation Administration staff and with the public.

## Job Duties

- Provides reception duties including screening incoming calls, greeting visitors and taking and forwarding messages
- Assisting citizens/members with normal requests, including word processing, faxing etc. as time permits
- Complete tasks assigned by the Executive Assistant
- Typing and other clerical duties for KFN staff
- Preparation of cheque requisitions
- Create office forms as required
- Receive, sort and distribute mail
- Receive and process faxes
- General mail outs
- Photocopying
- Operate phone system including voicemail account setups for new staff etc.
- Update internal phone directories, phone listings etc.
- Assist in coordinating and arranging travel as requested
- Maintain vehicle maintenance schedule on Excel spreadsheet
- Ensure vehicles are signed out and keys returned
- Prepare coffee for meetings



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- Other tasks as required to keep the office running smoothly

## Education/Experience

This position requires completion of Grade 12, with some specific training in computer use and office administration. A minimum of two years experience working in a First Nation environment is required. Training or experience in dispute resolution would be an asset.

## Essential Skills

- Excellent organizational skills
- Good time management skills
- Able to take direction and carry out tasks in an efficient manner
- Proficiency using computers including some basic troubleshooting and upgrading
- Able to type a minimum of 50 words per minute
- General filing procedures
- Excellent written and oral communication skills
- Strong conflict resolution skills
- The ability to handle complaints in a diplomatic and professional manner
- Able to deal with basic office equipment problems including telephone systems, copiers, scanners, fax machines etc.
- Must be tactful, courteous and professional regardless of the situation
- Able to deal with angry and unreasonable people
- Ability to maintain Confidentiality

## Knowledge

- Knowledge of Kluane First Nation history, culture and demographics
- Knowledge of basic Microsoft Word, Outlook & Excel programs
- Knowledge of basic minute taking procedures
- Knowledge general filing procedures and systems
- Knowledge of generally accepted office procedures
- Knowledge of formal writing formatting
- Knowledge of proper grammar, sentence structure etc.



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## Certificates or Licenses

- Valid Class 5 driver's license or willingness to obtain within 90 days of employment. (It is each employee's responsibility to obtain liability insurance (business) on his or her car insurance)
- Up-to-date driver's abstract
- Criminal Records Check

## Work Conditions

The individual in this position encounters an extremely high degree of stress. As the initial contact for the First Nation Administration they are subjected to all the complaints and problems. People will often express their frustration with the receptionist with little regard for the fact that they had nothing to do with the individual's dissatisfaction. As well, they may become angry and verbally abusive over the receptionist's inability to address their issue immediately. Throughout this, they must carry out their everyday tasks and maintain the decorum and professionalism of the office.

The Executive Manager agree to periodically review this job description and, if necessary, amend the duties and responsibilities herewith.

**Executive Manager:** I, \_\_\_\_\_, have reviewed the duties and responsibilities herewith assigned to this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Incumbent:** I, \_\_\_\_\_, have read the forgoing duties and responsibilities and understand that they are general description of the duties and responsibilities herewith assigned to this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date