Liard First Nation

JOB DESCRIPTION

Position: Receptionist – On-Call, Casual
Department: Executive Council Office
Supervisor: Executive Director
Type: On-Call, Casual
Salary: $25 per hour

Job Summary

Reporting to the Executive Director, the Receptionist holds an important role of being the first point of contact at Liard First Nation Offices for all inquiries including email, by phone, and in person when members, clients, and stakeholders contact the office. This position required strong administrative skills as well as an ability to multi-task.

Main Duties

- Answer all incoming calls, and respond to caller's inquiries in a positive, professional manner. Redirect calls as appropriate and take clear, concise messages when required.
- Greet, assist, and direct all visitors.
- Redirect or respond to email inquiries in a professional manner when required. Update the phone and mailing distribution lists.
- Create and update regularly administrative resource binder.
- Maintain a clean, safe, fully stocked, and well-organized reception area.
- Assist with organizational and administrative projects (i.e., labels, bulk mailing, inventories, organizing, etc.).
- Uphold and promote the organization's values and philosophy relating particularly to ethics, morality, and integrity as set out for Liard First Nation.
- Perform all other work-related duties as requested by the Executive Director.

Education and Experience

- High school diploma or equivalent work experience.
- Certificate in Administration or similar program an asset.
- Experience working in an office setting and dealing with the public.

Knowledge & Skills

- Demonstrated strong interpersonal skills.
- Strong verbal and written communication skills.
- Ability to work pleasantly and effectively with members of the public and co-workers, in potentially emotionally charged situations.
- Ability to work respectfully with others in a cross-cultural environment.
- Knowledge of Liard First Nation history, culture, traditional territory, and demographics
- Working knowledge of MS Office (Word/Excel/Outlook).
- Ability to multi-task

Decision Making
This position is responsible to the Executive Director and to Liard First Nation Members. The incumbent works independently and takes initiative. Some decision-making is required for the day-to-day operation of the reception desk and for setting personal work priorities. Work is generally dictated by the need to respond telephone calls and individuals requesting service or assistance.

Impact/ Accountability
This position is accountable for compliance with legislation, where required, for following standard operational policies and procedures, and for being a first point of contact for individuals interacting with Liard First Nation.

Working Conditions
Norman office environment.
Interaction with the public and LFN members, public and co-workers, occasionally emotionally charged situations
Some overtime work may be required.

Conditions of Employment:

- Criminal Record Check

Approved by:

_____
Executive Director

I understand the above as representative of the duties I will perform in this position.

_____ _____
Employee Date