

# Job Description

## Receptionist

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Receptionist is responsible for providing secretarial, clerical and administrative support in order to ensure that municipal services are provided in an effective and efficient manner.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Receptionist reports to the Executive Director and is responsible for providing office and clerical services. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Provide office support services in order to ensure efficiency and effectiveness within the Hamlet Office

### Main Activities

- Receive, direct and relay telephone messages and fax messages
- Direct the First Nations Members and the general public to the appropriate staff member
- Pick up and deliver the mail
- Open and date stamp all general correspondence
- Maintain the general filing system and file all correspondence
- Assist in the planning and preparation of meetings, conferences and conference telephone calls
- Make preparations for Council and committee meetings
- Maintain an adequate inventory of office supplies
- Respond to public inquiries
- Provide word-processing and secretarial support

2. Perform clerical duties in order to maintain Hamlet administration

### Main Activities

- Develop and maintain a current and accurate filing system
- Monitor the use of supplies and equipment
- Coordinate the repair and maintenance of office equipment

3. Performs receptionist functions

Main Activities

- Answer all incoming calls and handle caller's inquiries whenever possible
- Re-direct calls as appropriate and take adequate messages when required
- Greet, assist and/or direct students, visitors and the general public

4. Support the Executive Director and other staff

Main Activities

- Assist the Executive Director and other staff as requested
- Provide administrative services for the Executive Director

5. Perform other related duties as required

## **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- ✓ office administration
- ✓ an understanding of relevant legislation, policies and procedures
- ✓ an understanding of the northern cultural and political environment

### **Skills**

The incumbent must demonstrate the following skills:

- ✓ team building
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ effective verbal and listening communications skills
- ✓ computer skills including the ability to spreadsheet and wordprocessing programs at a highly proficient level
- ✓ stress management skills
- ✓ time management skills

### **Personal Attributes**

The incumbent must demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate sound work ethics

The Receptionist would normally attain the required knowledge, skills and attitudes through completion of an office procedures course combined with related experience. Equivalencies will be considered.

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Receptionist will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Receptionist may also have to do some light lifting of supplies and materials from time to time.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The office may be a busy facility. The Receptionist may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of members, residents, clients and contractors. The Receptionist may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

### **Sensory Demands**

(The nature of demands on the incumbent's senses)

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Receptionist to concentrate.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The Receptionist will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

## CERTIFICATION

<hr/> Employee Signature	<hr/> Supervisor's Title
<hr/> Printed Name                      Date	<hr/> Supervisor's Signature              Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
<hr/> Senior Administrative Officer's Signature              Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.