

SCHEDULE "A"



**JOB DESCRIPTION**

<b><u>POSITION:</u></b>	On-Call Receptionist/Secretary
<b><u>IMMEDIATE SUPERVISOR (1):</u></b>	Executive Assistant/Office Manager
<b><u>IMMEDIATE SUPERVISOR (2):</u></b>	Chief Executive Officer
<b><u>DATE:</u></b>	Amended June 2016

**GENERAL ACCOUNTABILITY:**

Reporting to the Executive Assistant/Office Manager, the Receptionist/Secretary assists the staff and operations of Tewaohnhi'saktha, ensuring that professional services are provided in reception and secretarial support. This responsibility includes:

1. Providing receptionist service to Tewaohnhi'saktha.
2. Providing general secretarial support to Tewaohnhi'saktha to ensure all parties are relieved of as much detailed and routine work as possible.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

**Vocational Diploma** in Secretarial Studies, plus one (1) year experience in a related occupation.

Candidates may also be considered with: **Secondary School Diploma**, plus three (3) years' experience in a related occupation.

**KNOWLEDGE & SKILL REQUIREMENTS:**

- Ability to operate a telephone switchboard to answer and forward calls.
- Ability to maintain a calm, attentive, courteous and professional demeanor at all times when greeting and dealing with callers and visitors on the telephone or in person.
- Ability to represent Tewaohnhi'saktha with a professional image; this includes demonstrating a positive attitude, well-groomed appearance and respect for confidentiality and discretion.
- Proficient knowledge of general office practices and an operational knowledge of general office equipment.
- Verbal and written communication skills.
- Organizational and interpersonal skills and the ability to multi-task.
- Ability to work as a member of an office support team.
- Knowledge and experience using Microsoft Office Suite as well as Internet Explorer.
- Knowledge of Tewaohnhi'saktha's programs and services, administrative and operational policies and procedures.
- Ability to converse in both the Kanien'keha and French languages is an asset.
- Willingness to learn Kanien'keha.

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**MAJOR RESPONSIBILITIES (see key performance indicators in Employee Performance Appraisal form):**

**1. To provide receptionist service to Tewaohnhi'saktha.**

- Utilizes a standard Kanien'keha and English greeting when answering telephone calls. Screens, provides information and forwards telephone calls to appropriate person in a timely manner. Transfers callers to voice mailboxes.
- Unlocks all doors, mail cabinet, central filing system and reception desk gate at 8:30 a.m. and locks at 4:00 p.m.
- Greets visitors, ascertains nature of business, and directs them to the appropriate party in a courteous, professional, and timely manner.
- Records telephone message and sets schedule for office closure notifications on telephone system.
- Updates signage for external meetings or training sessions.
- Verifies client data base(s) when serving clients to direct them to appropriate Employment Counselor (EC) or Business Services Officer (BSO).
- Receives and records clients' funding receipts and forwards to the appropriate EC on a daily basis.
- Forwards new client E&T forms to the Administration Clerk for processing on a daily basis.
- Receives and records clients' invoices, cheque requisitions, and timesheets and forwards to appropriate person or division on a daily basis.
- Provides callers and visitors with general information regarding Tewaohnhi'saktha's products and services and refers them to appropriate division or the TEWA.ca website for further information.
- Provides on-the-job orientation and training to temporary reception staff.
- Ensures temps are familiar with the job tasks and performance standards contained in the job description and Administrative Reception Manual.
- Semi-annually, updates the Administrative Reception Manual and makes it available to temps.
- Ensures the reception desk is never left unattended.
- Maintains an organized Reception desk and lobby.
- Updates the employee telephone extension list for new staff and distributes to all staff.
- Ensures receptionist customer satisfaction survey is readily available to external clients.

**2. To provide secretarial support to Tewaohnhi'saktha to ensure staff is relieved of as much detailed and routine work as possible.**

- Posts employee absences and appointments on Microsoft Outlook by 9:30 a.m. daily and updates as required.
- Picks up and processes incoming mail at 10:30 a.m. and drops off outgoing mail at 4:00 p.m. daily.
- Retrieves, date stamps and logs all incoming mail/packages, and distributes by 11:00 a.m. daily.
- Date stamps, logs and distributes all documents received at the reception desk on a daily basis.
- Arranges for courier pick-ups as per level of urgency.
- Manages the sale, redemption and cash reimbursement of Shop Kahnawà:ke gift certificates. Accurately enters all sale and return data in Excel for tracking purposes.
- Submits Shop Kahnawà:ke funds to Accounting Department, maintaining no more than \$100 dollars in the cash box.
- Handles photocopy and fax requirements for office personnel. Retrieves faxes through e-mail and distributes to appropriate party.
- Ensures paper supply is always stocked and photocopier paper is replenished daily.

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- Places service call for office equipment within one hour of equipment failure.
- Reports any problems with the general upkeep of the office facility to the Building Maintenance Manager as per level of urgency.
- Manages and maintains petty cash for Administration.
- Takes monthly inventory and orders office supplies ensuring purchase orders are coded and approved as per Purchasing Policy. Ensures optimal levels of inventory are maintained.
- Verifies accuracy of office supply invoices, investigates discrepancies, makes adjustments and forwards to proper person for approval.
- Ensures postal machine is replenished as required.
- Enters statutory holidays, staff birthdays and special events in the Outlook Tewa Calendar at the beginning of each year and updates throughout the year as necessary.
- Monitors KBC video surveillance cameras from monitor at reception desk.
- Attends and contributes to the Organizational Services Division annual strategic and operational planning sessions and monthly meetings.
- Develops annual work plan as per Strategic or Divisional Plan.
- Other related duties.

### **CONTACTS:**

**The general public and clients:** to give and obtain information with little explanation.

### **VISION, MISSION AND CORE VALUES (see descriptions in Employee Performance Appraisal form):**

The Receptionist/Secretary is responsible for modelling and promoting Tewaohnhi'saktha's vision, mission and core values.

### **SUPERVISION:**

N/A

### **WORKING CONDITIONS:**

Office environment. Five day work week, from 8:30 a.m. to 4:00 p.m. Moderate stress levels associated with multi-tasking and managing various priorities and clients/visitors in a fast paced, customer service oriented work environment.

### **THINKING CHALLENGE:**

**Repetitive:** Stable and repetitive situations requiring a solution from a simple choice of things learned.

### **THINKING ENVIRONMENT:**

**Routine:** The 'what to do' and 'how to do' are defined but with less detailed instruction so that there is a small amount of room for interpretation and the job holder can consider variations in the sequence of procedures based on other situations encountered in the work setting.

### **DECISION AUTHORITY:**

1. Determines which division callers and visitors should be directed to.
2. Determines the need to order office supplies and stationary.
3. Determines the need to replenish the petty cash.
4. Determines the need to update the Administrative Reception Manual.
5. Determines the need to contact repair/service technician to report and place service calls for office equipment problems.