



## EMPLOYMENT OPPORTUNITY

### Receptionist – Indefinite Part-Time

**KSCS is looking for an experienced, outgoing, and reliable individuals to provide reception services to Kahnawà:ke Shakotii'a'takehnhas Community Services.**

Under the guidance and support of the Team Leader of Administrative Services, the Receptionist is responsible to provide overall Reception duties to the staff and clients of KSCS, independently applies learned skills, knowledge, and practical experience to semi-routine tasks associated with the job family using established practices and standard procedures to complete assignments.

#### Required Education & Experience:

- D.E.P in Administration, Secretarial or related field of study with one (1) to three (3) years relevant experience.
- High School Diploma with three (3) to less than five (5) years relevant experience.
- A valid driver's license and access to a vehicle.

**Status:** Indefinite part-time position, with a 6-month probationary period.

**Salary:** Starting at \$25.32/hour.

**Schedule:** Minimum of 20 hrs/week (Max 40 hrs); must be willing to work flexible hours as necessary.

**If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:**

KSCS Human Resources at [humanresources@kscskahnawake.ca](mailto:humanresources@kscskahnawake.ca). You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at [www.kscs.ca](http://www.kscs.ca). Call 450-632-6880 for more info.

Please note this is an **open job posting**, however applications will be screened, and qualified candidates will be interviewed intermittently.

GENERAL INFORMATION	
<b>Code:</b> <b>Job Title:</b> <b>Department:</b> <b>Date of Job Description</b> <b>Revision:</b> <b>Job Reports To:</b>	<b>A1</b> <b>Receptionist-Main Building</b> Organizational Support Services March 12, 2024 November 13, 2025 Team Leader of Administrative Services

JOB DESCRIPTION SUMMARY
Under the guidance and support of the Team Leader of Administrative Services, the Receptionist is responsible to provide overall Reception duties to the staff and clients of KSCS, independently applies learned skills, knowledge, and practical experience to semi-routine tasks associated with the job family using established practices and standard procedures to complete assignments.
Receives and directs visitors to appropriate locations and individuals. Operates a multi-line telephone and paging system, maintains staff log, issues and tracks temporary pass cards, and notifies personnel of visitor arrival. Performs related clerical work such as word processing, scheduling of room requests, filing, sorting, mail distribution, and completing unique tasks as assigned.
Through trauma sensitive approaches and a commitment to legal integrity, this position helps to foster an organizational culture that prioritizes trust, respect, and well-being, while upholding the organization's goals of compliance, equity, and creating a positive, resilient workplace for all.

CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
<b>Answers telephone calls and greets visitors of KSCS.</b>	<ul style="list-style-type: none"> <li>Answers all incoming phone lines and transfers calls to appropriate staff.</li> <li>Determines urgency of calls.</li> <li>Welcomes individuals/visitors entering KSCS.</li> <li>Directs visitors to rooms for appointments and contact's appropriate staff.</li> <li>Ensures comfort and calmness is established and needs are met for visitors.</li> <li>Offers/prepares coffee for appointments.</li> </ul>
<b>Handles scheduling of room bookings for meetings and appointments and prepares the rooms.</b>	<ul style="list-style-type: none"> <li>Ensures scheduling of counselling and meeting rooms and confirms facilities are adequate for nature of visits/meetings.</li> <li>Confirms upcoming room reservations with persons who will be using room to inform them of responsibilities for room uses and set ups.</li> <li>Coordinates reservations for the Services Complex lobby area.</li> <li>Ensures the upkeep of counselling rooms/meeting rooms/reception areas.</li> <li>Works with maintenance to ensure chairs, tables and AV equipment are available.</li> <li>Responsible for maintaining a neat waiting room and caring for plants.</li> <li>Ensures staff does not loiter at Reception area.</li> <li>Responsible for room bookings and invoicing.</li> <li>Sets up basic equipment (projector, laptop) for meetings, HR testing, etc., ensures it works properly, and troubleshoots minor issues.</li> <li>Communicates with IT for technical support and equipment.</li> </ul>
<b>Preparation, monitoring, and closing of staff kitchen</b>	<ul style="list-style-type: none"> <li>Prepares the kitchen for staff in the morning (e.g. empty dishwasher, prepares coffee, fill ice water, etc.)</li> <li>Maintains kitchen area and refills supplies as necessary.</li> <li>Prepares coffee/tea for meetings which have requested service.</li> <li>Monitors cleanliness of kitchen throughout the day (e.g. addresses small cleaning tasks, refill ice water, alert Maintenance of issues requiring their attention, etc.)</li> <li>Monitors condition of kitchen equipment/tools (e.g. water dispensers, silverware, dishes, mugs, etc.) and reports issues that arise.</li> <li>Closes the kitchen at the end of shift (e.g. organizing/starting dishwasher, emptying/cleaning coffee pots restocking coffee supplies, etc.).</li> <li>Monitors coffee supplies and prepares inventory for Admin Support.</li> <li>Monitors functioning of kitchen equipment (e.g. coffee makers, toaster, dishwasher, etc.) and places service calls when necessary.</li> </ul>
<b>Performs general office duties.</b>	<ul style="list-style-type: none"> <li>Dates, opens, and delivers all incoming hand-delivered mail.</li> <li>Responsible for daily organizational mail run including Canada Post pick up and drop off.</li> </ul>

	<ul style="list-style-type: none"> <li>Records and updates staff whereabouts log.</li> <li>Completes tasks of delegated Admin Support overload work e.g. photocopying, typing, faxing, shredding, etc.</li> <li>Checks for any incoming faxes or mail in the Administration area and delivers to the appropriate staff.</li> <li>Makes arrangements for the Courier service to pick up letters and packages for the organization.</li> <li>Delivers items left at Reception to staff.</li> <li>Directs suppliers making deliveries to appropriate locations.</li> <li>Monitors and restocks photocopiers to ensure paper trays are full and empties shredder when needed.</li> <li>When aware, notifies Admin Support when general inventory runs low.</li> <li>Monitors functioning of office equipment and places service calls when necessary.</li> <li>Liaises with IT Support for functioning of counselling room computers and photocopiers</li> <li>Liaises with Maintenance</li> <li>Provides on call coverage at existing satellite receptions.</li> <li>Covers Reception/KSCS Operations (KOC) as required including the following duties: <ul style="list-style-type: none"> <li>Maintains log of all mail sent out through Canada Post and/or courier services.</li> <li>Ensures outgoing mail is processed with correct postage rate and priority service (e.g. Registered, US, standard, courier, etc.)</li> <li>Records and keeps Registered mail log, including bringing to Canada Post to acquire stamp and returning log to Reception.</li> <li>Ensures sufficient postage funds are available in the postage meter and performs monthly reload.</li> <li>Receives inter-office mail from other KSCS facilities and sorts into appropriate mailboxes.</li> </ul> </li> </ul>
<b>Secures equipment and building day and night.</b>	<ul style="list-style-type: none"> <li>Locks all mail, cheques, and the telephone logbooks.</li> <li>Locks all equipment (overhead projector, laptops, etc.) at the end of the night.</li> <li>Makes sure all windows and doors are closed including all offices.</li> <li>Turns off all the lights.</li> <li>Checks meeting room phones for voicemail.</li> <li>Checks all glass entrance doors on the first floor to ensure that the building is securely locked.</li> <li>May be responsible for the locking and unlocking of facility entrance doors.</li> <li>Makes sure all staff has vacated the building before turning on the alarm.</li> </ul>
<b>Provides emergency response, building lock down, and supports the Evacuation Coordinator</b>	<ul style="list-style-type: none"> <li>Notifies Maintenance and Team Leader for FS building emergency mechanical issues (e.g. door locking failures, floods, etc.)</li> <li>Liaises with IT Support for network and phone issues.</li> <li>Keeps log of building pass keys and notifies GX administrators, if they need to be disabled.</li> <li>Notifies GX administrators of door programming issues that require troubleshooting.</li> <li>Notifies and/or liaises with Peacekeepers for emergency interventions (hostile and/or violent clients, etc.) or at the request of Prevention &amp; Support.</li> <li>Initiates computer lockdown of the building at the request of Prevention &amp; Support or for other perceived threat.</li> <li>Provides emergency response support in coordination with the FS Evacuation Coordinator (fire drills, fire, and other evacuations).</li> </ul>
<b>Performs any other job-related duties as may be required by the immediate Supervisor</b>	

<b>COMMUNICATIONS</b>	
<b>Teamwork:</b>	<ul style="list-style-type: none"> <li>Occasionally requires a level of collaboration and cooperation to get work or projects complete.</li> </ul>
<b>Advising:</b>	<ul style="list-style-type: none"> <li>Commonly provides information that must be understood and explained.</li> </ul>

<b>ENVIRONMENTAL FACTORS</b>	
<b>Types of Schedule:</b>	<ul style="list-style-type: none"> <li>Regular work week, occasional flex, and evening work.</li> </ul>
<b>Stress Factor:</b>	<ul style="list-style-type: none"> <li>Moderate stress, with some periods of high stress.</li> </ul>
<b>Deadlines:</b>	<ul style="list-style-type: none"> <li>Normal deadlines (planned).</li> </ul>

### ACCOUNTABILITY

- To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives.
- To ensure the efficient response to all telephone calls and visitors in a timely and courteous manner.
- To ensure all incoming mail and packages are distributed in a timely manner.
- To ensure the meeting rooms and kitchen are clean and presentable.
- To ensure the provision of support services to various department.
- To ensure security of the building at all times.
- To maintain confidentiality practices.

### QUALIFICATIONS

<b>Education and Experience Required</b>	<ul style="list-style-type: none"> <li>• D.E.P in Administration, Secretarial or related field of study with one (1) to three (3) years relevant experience.</li> <li>• High School Diploma with three (3) to less than five (5) years relevant experience.</li> </ul>
<b>Skills and Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to work a multi-line phone system.</li> <li>• Knowledge of computer programs (Microsoft Word, Excel, Outlook, etc.).</li> <li>• Ability to multitask.</li> <li>• Ability to work independently and/or in a team.</li> <li>• Strong organizational skill and ability to prioritize +6 work as new demands surface.</li> <li>• Excellent communication skills.</li> <li>• Excellent conflict resolutions skills.</li> <li>• Ability to remain calm in difficult situations</li> <li>• Ability to work under pressure</li> <li>• Ability to work flexible hours, evenings, weekends, etc</li> <li>• Valid driver's license and access to a vehicle are a requirement.</li> <li>• Lifestyle must reflect that of a positive role model.</li> </ul>
<b>Assets</b>	<ul style="list-style-type: none"> <li>• Knowledge of Kanien'keha Language.</li> <li>• Knowledge of French Language.</li> </ul>

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Immediate Supervisor

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Incumbent

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Date