



EMPLOYMENT OPPORTUNITY

Receptionist (KOC Building) – 6-Month Contract

KSCS is looking for an experienced, outgoing, and reliable individual to provide reception services to Kahnawà:ke Shakotia'takehnhas Community Services Operations Building.

Under the supervision of the Executive Assistant (Internal Operations), the Receptionist (Sporadic) provides overall reception duties to the staff and clients of Kahnawà:ke Shakotia'takehnhas Community Services' Operations Building.

Required Education & Experience:

- D.E.C. in Secretarial Studies High School Diploma
- High School Diploma plus two (2) years related experience.
- A valid driver's license and access to a vehicle.

Status: Definite (6) month contract, with a three (3)-month probationary period

Salary: Starting at \$25.95/hour.

Schedule: 35 hrs/week

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. 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. Call 450-632-6880 for more info.

Deadline to apply is: Open until filled.

GENERAL INFORMATION

Code:	A1
Job Title:	Receptionist – KSCS Operations (KOC)
Department:	Organizational Support Services
Date of Job Description:	July 29, 2024
Date of Revision:	July 23, 2025
Job Reports To:	Executive Assistant (Directors) – Internal Operations

JOB DESCRIPTION SUMMARY

Under the supervision of the Executive Assistant (Directors) – Internal Operations, the Receptionist is responsible to provide overall reception duties to the staff and visitors of KSCS' Operations office.

Under general supervision, 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.

Decisions are straightforward in nature, within clearly defined procedures and are regularly reviewed.

CORE RESPONSIBILITIES AND DUTIES

Core Responsibilities	Duties
Answers telephone calls and greets visitors of KSCS Operations.	➤ Answers all incoming phone lines and transfers calls to appropriate staff. ➤ Records and updates staff whereabouts log. ➤ Determines urgency of calls. ➤ Welcomes individuals/visitors entering KSCS operations. ➤ Directs visitors to rooms for appointments and notifies appropriate staff. ➤ Ensures comfort and calmness is maintained and needs of visitors are addressed ➤ Prepares coffee for meetings.
Handles scheduling of room bookings for meetings, appointments, and prepares the rooms.	➤ Follows established process for scheduling of meeting rooms and confirms facilities are adequate for nature of meetings. ➤ Confirms room bookings with persons who will be using room to remind them of expectations for room use (i.e.: set up/clean up). ➤ Ensures tidiness of meeting rooms and reception area. ➤ Coordinate with Maintenance/Facilities to ensure adequate setup of rooms (i.e.: chairs, tables, etc.). ➤ Communicate with IT for technical support and equipment. ➤ Maintains the waiting area. ➤ Monitors coffee supplies and inventory. ➤ Maintains kitchen area and refills all supplies as necessary. ➤ Arranges/cancels bookings on an as needed basis.
Preparation, monitoring, and closing of staff kitchen.	➤ Prepares the kitchen for staff in the morning (i.e.: empty dishwasher, prepare coffee, fill ice water, etc.). ➤ Prepare coffee/tea cart for meetings which have requested service. ➤ Monitors cleanliness of kitchen throughout the day (i.e.: address small cleaning tasks, refill ice water, alert Maintenance of issues requiring their attention, etc.). ➤ Monitors condition of kitchen equipment/tools (i.e.: water dispensers, silverware, dishes, mugs, etc.) and reports issues that arise.

	➤ Closing the kitchen at the end of shift (i.e.: organizing/starting dishwasher, emptying/cleaning coffee pots, restocking coffee supplies, etc.). ➤ Monitors coffee supplies and prepares orders for vendors. ➤ Monitors functioning of kitchen equipment (i.e.: coffee makers, toaster, dishwasher, etc.) and places service calls when necessary.
Performs general office duties.	➤ Monitor and restocking of photocopier to ensure paper trays are full and emptying shredder when needed. ➤ Maintain log of all mail sent out through Canada Post and/or courier services. ➤ Ensures outgoing mail is processed with correct postage rate and priority service (i.e.: Registered, US, standard, courier, etc.) ➤ Brings mail to Canada Post office before post office closes (5:30PM). ➤ Coordinates arrangements for courier service with Family Services Reception to pick up letters and packages. ➤ Records and keeps Registered Mail log, including bringing log to Canada Post to acquire stamp and returning log to Reception. ➤ Ensures sufficient postage funds are available in the postage meter and performs monthly reload. ➤ Completes tasks designated as administrative overload (i.e.: photocopying, typing, faxing, etc.). ➤ Receives inter-office mail from other KSCS facilities and sorts into appropriate mailboxes. ➤ Monitors general office supplies and informs Operations Administrative Assistant II when restock required. ➤ Monitors functioning of office equipment and places service calls when necessary. ➤ In collaboration with Operations Administrative Assistant II, routinely reviews and updates Operations Reception Manual.
Performs any other job-related duties as may be required by the immediate Supervisor.	

ENVIRONMENTAL FACTORS

Types of Schedule:	➤ Regular work week, occasional flex.
Stress Factor:	➤ Moderate stress (some periods of high stress).
Deadlines:	➤ Some tight deadlines.

COMMUNICATIONS

Teamwork:	➤ Frequently requires a level of collaboration and cooperation to get work or projects complete.
Advising:	➤ Frequently provides information that must be understood and explained.
Training:	➤ Occasionally required to train or give information to stakeholders or clients.

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 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. ➤ Required to maintain strict confidentiality practices.
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QUALIFICATIONS

Education and Experience Required	➤ D.E.P. in Administration, Secretarial or related field of study with one (1) to three (3) year relevant experience. ➤ High School Diploma with three (3) to less than five (5) years relevant experience.
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Skills and Requirements	➤ Ability to work a multi-line phone system. ➤ Knowledge of computer programs (i.e.: Microsoft Word, Excel, Outlook, etc.). ➤ Ability to multitask and make decisions. ➤ Strong organizational skills and ability to prioritize work as new demands surface. ➤ Ability to work independently. ➤ Excellent communication skills. ➤ Excellent conflict resolutions skills. ➤ Valid driver's license and access to a vehicle are a requirement. ➤ Ability to work flexible hours when required (i.e.: early openings, evenings, weekends, etc.). ➤ Ability to remain calm in different situations as they may arise. ➤ Ability to work under pressure. ➤ Lifestyle must reflect that of a positive role model.
Assets	➤ Knowledge of Kanien'keha Language. ➤ Knowledge of French Language.