



**Secwépemc**  
Child & Family Services Agency

# CAREER OPPORTUNITY

**POSITION TITLE: Receptionist**

**TERM: Full Time**

**SUPERVISOR: Office Manager**

**Secwepemc Child and Family Services Agency (SCFSA) is a progressive and culturally focused agency supporting family safety that endeavors to provide outstanding practice to First Nations families residing in the communities of the seven-member bands; Adams Lake, Bonaparte, Neskonlith, Skeetchestn, Tk'emlúps te Secwépemc, Simpcw, and Whispering Pines/Clinton and who reside in Kamloops and the surrounding areas up to and including Chase, Logan Lake and Savona.**



Striving to provide exceptional family healing services through prevention-based practice, SCFSA incorporates a Signs of Safety® framework as an innovative, strengths-based, and safety-organized approach to child protection casework. These services are supported through a partnership with the Shuswap Nation Tribal Council.

## Job Summary

The Receptionist effectively carries out reception and general administrative tasks providing excellent customer service as the initial greeter and welcomes visitors and callers; the Receptionist also provides administrative support, as needed, to staff and Supervisor. The Receptionist uses a cordial and professional approach, promptly addresses customer needs, and works to build effective relationships within the organization, associated agencies, government, and the general public.



## DUTIES AND RESPONSIBILITIES

- Answers incoming telephone calls within three rings, addresses visitors, directs inquiries, assesses calls and refers to appropriate person or takes messages as required
- Offers refreshments to visitors and attends to their needs
- Performs word processing of correspondence and other documents
- Maintains a record of incoming calls
- Photocopies packages such as resource materials, career fair documents, or Board documents
- Distributes incoming mail as soon as possible (to staff directly or into appropriate mail slot in File Room) and faxes after date stamping; organizes outgoing couriers and mail
- Coordinates boardroom booking system
- Maintains staff "in/out" board and records sick leave, annual leave and self-care time used by employees in calendar
- Verifies and receipts incoming cheques and creates purchase orders for invoices, handing into Finance as soon as possible
- Maintains telephone and other office equipment and orders all agency supplies as required
- Maintains office telephone directory and updates this periodically, provides updates to employees and management
- Ensures the general tidiness of the main entrance/reception area, showing excellent organizational skills
- Participates in the planning and organizing of events and participates as required
- Acts as a positive role model to clients, their families, caregivers, and community members
- Is always willing to help train and develop co-workers to be more effective in their jobs
- Other related duties as assigned or required

The duties listed are provided as examples of area of responsibility and are not intended to create limits to responsibility but to help understand the scope of the position. All staff are expected to be team oriented and maintain confidentiality of all information gained while working with the organization.

## QUALIFICATIONS

### Education:

- Graduation from High School Grade 12 or equivalency

### Skills and Abilities:

- Accurate typing speed of 40 words per minute
- Proficiency in the use of computer programs for word processing, databases, spreadsheets, email and the internet, to the intermediate level (capable of using a large number of functions and feel confident using the program)
- Must have strong administrative, organizational, and communication skills
- Ability to deal tactfully and effectively with clients, customers, suppliers, and co-workers
- Ability to self-regulate, meet deadlines, have attention to detail, and multitask
- Recognizes and respects all cultural diversity and has an understanding of Aboriginal culture



## Experience:

- Two years administrative, or clerical experience preferred

## Working Conditions

- Office environment: most services are provided immediately; the employee must be aware of the sensitivity, confidentiality and urgency of requests while balancing other work commitments
- Receives moderate supervision with less frequent direction and review of the work performed
- We offer a modified work week schedule, time off at Christmas, wellness and team days, cultural training, elder support and a great team to belong to!

## Conditions of Employment

- Must be able to obtain and maintain a Criminal Records Check

## Directly Supervises

- None

## PAY GRADE

- Starting wage \$21.41 per hour.

## SUBMIT COVER LETTER, RESUME, AND THREE REFERENCES

**Ashley Methot – Office Manager**

By 12:00pm on March 25, 2020

300 Chilcotin Road, Kamloops, BC V2H 1G3

Ashley.methot@secwepemcfamilies.org

An eligibility list may be created.

Note: only screened in applicants will be contacted. As per Section 41(1) of the BC Human Rights Code, preference may be given to qualified applicants of First Nations ancestry.