



Tk'emlúps te Secwépemc

(Kamloops Indian Band)

JOB POSTING

Tk'emlúps te Secwépemc (TteS) is a fast-growing vibrant organization committed to the development and progress of its Band Members and Community. As such, the TteS invites applications from qualified, highly motivated and dynamic individuals to fill the following position.

POSITION TITLE: RECEPTIONIST (Emergency Backfill)
DEPARTMENT: COMMUNITY SERVICES
SUPERVISOR: COMMUNITY SERVICES MANAGER
TERMS: PART TIME (Term to December)
Reference #: 2020-053

PURPOSE OF POSITION:

The purpose of this position is to perform a variety of essential administrative and executive duties for the Community Services Coordinator as well as the Community Services Department. Additionally, this position is the first line of contact for clients and must ensure that the successful management of communication, records and filing support is achieved on a daily basis.

DUTIES AND RESPONSIBILITIES:

- **Supports and assists the entire Community Services Department by receiving calls, organizing and completing day-to-day receptionist duties to ensure professional quality client centred service. (95%)**
- Receives and responds to in person and telephone enquiries.
- Greets visitors, and directs clients to appropriate service providers, meeting rooms and office locations.
- Provides receptionist duties such as answering phone lines, forwarding calls to appropriate staff or voicemail, taking accurate messages and forwarding same by electronic email or voicemail, receiving and screening visitors, resolving routine and non-routine queries and referring callers to other staff when appropriate.
- Prepares various correspondences, transcribing and formatting from dictation reports, hand written notes, letters, memorandums, and other documents.
- Collects, processing, receiving, sorting, and distributing all mail and faxes in a timely manner.
- Maintains the answering machine, internet and phone system, including liaising with external service providers
- Assists others with the phone system, voicemail and client I.D., including notification to external service providers regarding location changes.

- Picks up mail daily, opens, sorts, date stamps and distributes and/or delivers mail, correspondence, faxes, messages and emails, as appropriate.
- Coordinates membership mail outs, including stuffing envelopes, sealing envelopes and running mail through postage machine;
- Collects and distributes parcels and/or courier items.
- Assist the Community Services department with filing in a timely manner, as required.
- Monitors and ordering office stock supplies as approved by Community Services Department Manager.
- Ensures technological and telecommunications needs are maintained, resolving computer software and hardware problems with information technology staff as required.
- Maintains confidentiality on all matters relating to the affairs of TteS
- Performs all duties and responsibilities in accordance with TteS policies, standards, and procedures
- **Other related duties as required and directed (5%)**

QUALIFICATIONS, KNOWLEDGE AND OTHER SKILLS:

Professional Certification, Education and Experience

A combination of one (1) year clerical/administrative support experience, education and/or training or an equivalent combination of education and experience.

Experience/training in keyboarding Internet, the Microsoft Suite of software products and any other standard computer applications.

Must pass Criminal Record Check.

Skills and Abilities

- Exceptional interpersonal and communication skills with ability to use tact and diplomacy
- Excellent customer services skills
- Cooperative attitude and sense of teamwork
- Excellent filing and organizational skills
- Flexible, committed and enthusiastic
- Ability to work in a multi-cultural setting
- Ability to take initiative

HOURS OF WORK: Normal Day shifts – 7 hours. Non-normal shifts maybe required.

PAY GRADE: As per current TteS wage grid.

Tk'emlúps te Secwépemc thanks all applicants for their interest, however, only those selected for an interview will be contacted.

In accordance with Section 16(1) of the *Canadian Human Rights Act* and pursuant to Section 42 of the BC Human Rights code, it is TteS Policy to practice preferential hiring for Aboriginal peoples. Candidates who wish to qualify for preferential consideration must self-identify.

Deadline for the Job posting is September 21, 2020 by 2:00pm

Submit Job Application Form, cover letter, resume, and references

online: <https://tkemlups.ca/job-application-form/>, by fax: 250.828.9847,

or in person, at our Human Resources office #200 – 330 Chief Alex Thomas Way.

Office Hours are Monday to Friday 8:00 a.m. to 4:00 p.m. & closed for lunch from 12:00pm to 1:00pm

We require each applicant to fill out an online application form which can be found at: <https://tkemlups.ca/job-application-form/>

Any late submissions or submissions without the job application form will not be considered.