



## *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  
**DEPARTMENT:** Community Services  
**SUPERVISOR:** Community Services Coordinator  
**TERMS:** Full-Time, Permanent  
**REFERENCE #:** 2022-079

### 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. (65%)**

- Receives and responds to in person and telephone enquiries.
  - Provides receptionist duties such as answering phone lines, forwarding calls to appropriate staff or via voicemail, taking accurate messages and forwarding same by electronic email or voicemail, resolving routine and non-routine queries and referring callers to other staff when appropriate.
  - Able to de-escalates callers, as required, and thoughtfully address concerns.
  - Prepares various correspondences, transcribing and formatting from dictation reports, handwritten notes, letters, memorandums, and other documents, including Community Services posters.
  - Maintains and responds to voice messages and emails in a timely manner.
  - Picks up mail daily, opens, sorts, date stamps and distributes and/or delivers mail, correspondence, messages, and emails, as appropriate.
  - Maintains confidentiality on all matters relating to the affairs of TteS.
  - Performs all duties and responsibilities in accordance with TteS Policies, Standards, and Procedures
- 2. Other department administrative duties (30%)**
- Assists Community Services staff with printing, faxing and other administrative duties.
  - Collects and distributes parcels and/or courier items and coordinates safe drop offs/pick ups for staff and community members.
  - Coordinates membership mail outs, including generating lists, labels, stuffing, sealing and mail out.

- Assist the Community Services department with filing in a timely manner, as required.
- Inventory and monitoring of office stock supplies as approved by Community Services Coordinator.

Other related duties as required and directed (5%)

**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.
- Excellent de-escalation skills.
- Excellent attention to details, multitasking and prioritizing.
- Excellent filing and organizational skills.
- Ability to take initiative.
- Cooperative attitude and sense of teamwork.
- Flexible, committed, and enthusiastic.

**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 July 4, 2022 by 2:00pm**

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

**online:** <https://tkemlups.ca/employment/job-application-form/>, **by email,** [resume@ttes.ca](mailto:resume@ttes.ca)

**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/employment/job-application-form/>

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