

Gitxaala Nation

Job Description

Receptionist, Band office



Gitxaala Nation		Last update of this job description: October 2024	
Position Title: Receptionist, Band office			
Department: Administration	Number of Direct Reports: 0	Supervisor Title: Human Resources Manager	
Position Overview: Reporting to the Human Resources Manager (HRM), the Receptionist supports the administration to deliver efficient and effective services and programs to the Nation. The Receptionist is the first point of contact in the band office and is responsible for greeting and screening visitors, answering and referring incoming telephone calls, managing scheduling for community hall bookings, board room bookings, sorting incoming mail on specific mail days in community, managing ferry bookings, and receiving payments for gas purchases.			
General duties include <ul style="list-style-type: none">• Respond to telephone, e-mail, and in-person inquiries from clients, business partners and community members• Refer all inquiries to the appropriate individuals, divisions, or departments across the organization• Take and record telephone, e-mail, or written message for staff members• Ferry ticket sales for members requesting travel on the ferry to/from Prince Rupert• Gas sales to members requesting fuel• Sort incoming/outgoing mail – record information according to process• Handle cash			
Relationship Building and Teamwork <ul style="list-style-type: none">• Maintain composure and perspective in difficult situations and in managing conflict.• Help foster strong working relationships within and external to the Nation.			
Client Service and Engagement <ul style="list-style-type: none">• Handle inquiries and requests for information in a respectful, professional manner.• Incorporate community needs and perspectives in standards and operational procedures.• Demonstrate an understanding cultural awareness and sensitivity, including the ability to integrate First Nations cultural principles and protocols into service delivery.• Perform other duties and responsibilities as necessary in the performance of the position and as assigned by Supervisor.			

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Knowledge, Skills and Abilities:

- Firm knowledge of Microsoft Office products, including Excel, Word, and PowerPoint.
- General mathematical skills.
- Strong written and verbal skills to communicate with all levels of the organization and its executive team.
- Ability to understand to carry out instructions in written or verbal form.
- Ability to adjust to meet changing work needs and demands.
- Strong Customer service focus.
- Ability to work with vulnerable persons.
- Accountability and Dependability.
- Superior telephone manners and strong interpersonal skills.
- Understand Gitxaala Nation's culture, language, mission, vision and values

Experience and Education Requirements:

Experience:

- Experience in reception or equivalent experience.
- Experience working in a First Nation environment is considered an asset.

Education:

- Administrative Assistant certificate/diploma.
- Cardiopulmonary Resuscitation (CPR) and First Aid training are considered an asset.

Environmental Conditions:

Physical Effort:

- This position requires prolonged sitting and working at a computer.

Physical Environment:

- Duties for this position are typically performed indoors in an office environment.

Sensory and Mental Attention:

- This position is at times in a busy environment subject to regular distractions by external and internal urgent and non-urgent requests. This position is in a busy environment subject to regular distraction with telephones and emails.

Other Requirements:

- Follow all Gitxaala Nation Policies and Procedures and display commitment to the values and culture of the Gitxaala Nation.
- Ability to successfully and periodically undergo an appropriate criminal records review or police record check is required.