



NISHNAWBE ASKI
DEVELOPMENT FUND

Job Description

Job Title:	Receptionist	Program:	
Reports to:	Human Resources Manager	Effective Date:	November 2011
Wage Band:	\$13.00 per hour	Revised Date:	August 2015

JOB SUMMARY:

The Receptionist contributes to the efficient day-to-day operations of all NADF offices, and provides basic information to NADF clients and to the public.

ACCOUNTABILITY:

The Receptionist is accountable to and reports directly to the Human Resources Manager.

DUTIES AND RESPONSIBILITIES:

1. Greet and assist visitors and/or clients in a professional and courteous manner and to direct visitors and/or clients to appropriate staff person.
2. Answer telephone in a professional and courteous manner, to provide accurate information on NADF's programs and services when inquired.
3. Ensure referrals to business development staff are directed appropriately either by telephones and/or email inquiries.
4. Ensure all detailed telephone messages are distributed to the appropriate staff member.
5. Relay general mailbox messages to the appropriate staff member.
6. Ensure the corporate voice-mail greetings are updated accordingly.
7. Maintain a clean reception area and ensure the office is secured appropriately outside of regular office hours.
8. Process and distribute incoming and outgoing mail and deliveries according to policies and procedures.
9. Record and distribute incoming and outgoing facsimiles as assigned and according to policies and procedures.
10. Maintain and update office lists, including but not limited to: Board of Directors, Chief and Economic Development Officers (EDO), mailing lists, fax lists, office equipment, office keys, Outlook contacts and distribute updated lists to management and staff accordingly.
11. Review Receptionist Handbook on a quarterly basis, and update as necessary.
12. Assist with the setup of meetings, including conference calls and boardroom bookings.
13. Assist with coordination of Board travel arrangements and, when necessary, for other meeting participants. When necessary, assist with the assembling and distribution of meetings packages.
14. Maintain administrative files as per established procedures.



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15. Assist in corporate events, including fundraisers, annual general meetings, and annual business awards.
16. Monitor and ensure adequate office supplies are available at all times.
17. Administer the petty cash fund according to policies and procedures.
18. Monitor administrative expenditures when required.
19. Maintain office equipment in working order and arrange for the repair and maintenance of office equipment when necessary and according to policies and procedures.
20. Other Reception duties as assigned by the immediate Manager.

STANDARDS OF PERFORMANCE:

1. Interacts with clients, partners, and the general public in a professional, courteous, and timely manner.
2. Maintains the strictest of confidence with regard to NADF clients, their files or other dealings and with all personnel and other confidential internal records and proceedings.
3. Filing systems are up-to-date and well organized to allow prompt response to inquiries by staff or management.
4. All work is completed in a timely and accurate manner; manages time effectively (handles workload efficiently and effectively, reliable attendance, punctual, etc.).
5. Develops and implements a detailed work/action plan with time-based objectives and results that are concrete, specific and measurable.
6. Willing to acquire new skills and knowledge to fulfill the position's duties and responsibilities and sees learning and development as part of his/her job.
7. Works effectively and efficiently with minimum supervision.
8. Adheres to NADF policies and procedures.
9. Shows good judgment about when to take the initiative and when to obtain direction from their manager.
10. Knowledge of and commitment to the mandate and services provided by NADF.
11. Knowledge of the people, culture and history of Nishnawbe Aski Nation as well as economic/resource development priorities of its First Nations is also an asset.
12. Ability to speak Cree, Oji-Cree, or Ojibway would be considered an asset.
13. Must be willing and able to travel by air and road to remote and rural northern communities.

QUALIFICATIONS:

1. A completed secondary school diploma is required and two (2) years office experience. Experience working within aboriginal communities or with aboriginal clients would be an asset.
2. Completion of a course in office administration or similar training is an asset. Must be knowledgeable in all office procedures.
3. Computer literacy/proficiency: Microsoft Office preferred.
4. Strong oral and written communication skills.