



EMPLOYMENT OPPORTUNITY

Receptionist – Indefinite Part-Time

KSCS is looking for an experienced, outgoing, and reliable individual to provide reception services to Kahnawà:ke Shakotiiia'takehnhas Community Services.

Under the supervision of the Team Leader of Administrative Services, the Receptionist provides overall reception duties to the staff and clients of Kahnawà:ke Shakotiiia'takehnhas Community Services' various departments and facilities.

Required Education & Experience:

- D.E.P. in Secretarial Studies.
- High School Diploma plus two (2) years related experience.
- A valid driver's license and access to a vehicle.

Status: Indefinite part-time position, with a 6-month probationary period.

Salary: Starting at \$22.34/hour.

Schedule: Minimum of 20 hrs/week (Max 40 hrs); must be willing to work flexible hours as necessary.

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources at humanresources@kscskahnawake.ca. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at www.kscs.ca. Call 450-632-6880 for more info.

Deadline to apply is: No deadline.

GENERAL INFORMATION

Code:	A1
Job Title:	Receptionist-Main Building
Department:	Organizational Support Services
Date of Job Description	January 10, 2018
Revision:	March 13, 2024
Job Reports To:	Team Leader of Administrative Services

JOB DESCRIPTION SUMMARY

Under the supervision of the Team Leader of Administrative Services, the Receptionist is responsible to provide overall Reception duties to the staff and clients of KSCS.

CORE RESPONSIBILITIES AND DUTIES

Core Responsibilities	Duties
Answers telephone calls and greets visitors of KSCS.	<ul style="list-style-type: none"> ➤ Answers all incoming phone lines and transfers calls to appropriate staff. ➤ Determines urgency of calls. ➤ Welcomes individuals/visitors entering KSCS. ➤ Directs visitors to rooms for appointments and contacts appropriate staff. ➤ Ensures comfort and calmness is established and needs are met for visitors. ➤ Offers/prepares coffee for appointments.
Handles scheduling of room bookings for meetings, appointments and prepares the rooms.	<ul style="list-style-type: none"> ➤ Ensures scheduling of counselling and meeting rooms and confirms facilities are adequate for nature of visits/meetings. ➤ Confirms upcoming room reservations with persons who will be using room to inform them of responsibilities for room uses and set ups. ➤ Coordinates reservations for the Services Complex lobby area. ➤ Ensures the upkeep of counselling rooms/meeting rooms/reception areas. ➤ Works with maintenance to ensure chairs, tables and AV equipment are available. ➤ Maintains a neat waiting room and waters plants weekly. ➤ Ensures staff does not loiter at Reception area. ➤ Arranges/cancels appointments on an as needed basis.
Performs general office duties.	<ul style="list-style-type: none"> ➤ Brings all mail to post office at 4:45 p.m. ➤ Backfills Admin Support with mail run, when needed. ➤ Completes tasks of delegated administrative overload work i.e. photocopying, typing, faxing, etc. ➤ Keeps kitchen tidy, refills all supplies. ➤ Checks for any incoming faxes or mail in the Administration area and delivers to the appropriate staff. ➤ Dates, opens, and delivers all incoming hand-delivered mail. ➤ Makes arrangements for the Courier service to pick up letters and packages and records registered mail. ➤ Delivers items left at Reception to staff. ➤ Directs suppliers making deliveries to appropriate locations. ➤ Maintains a listing of room use for invoicing purposes. ➤ Checks that all photocopiers and printers are filled with paper.

Secures equipment and building at night.	<ul style="list-style-type: none"> ➤ Locks all mail, checks and the telephone logbook in the drawer. ➤ Locks all equipment (TV/VCR, overhead projector, etc) at the end of the night. ➤ Makes sure all windows and doors are closed including all offices. ➤ Turns off all the lights including the filing room. ➤ Turns off all printers and photocopiers. ➤ Makes sure phones are forwarded to night mode. ➤ Checks all glass entrance doors on the first floor to ensure that the building is securely locked. ➤ Makes sure all staff has vacated the building before turning on the alarm. ➤ Locks back doors when Maintenance is unavailable.
Performs any other job-related duties as may be required by the immediate Supervisor	

ENVIRONMENTAL FACTORS

Types of Schedule:	➤ Regular work week, some flexible hours.
Stress Factor:	➤ Moderate stress with some periods of high stress.
Deadlines:	➤ Some tight deadlines (unplanned).

ACCOUNTABILITY

<ul style="list-style-type: none"> ➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives. ➤ To ensure the efficient response to all telephone calls and visitors in a timely and courteous manner. ➤ To ensure all incoming mail and packages are distributed in a timely manner. ➤ To ensure the meeting rooms and kitchen are clean and presentable. ➤ To ensure the provision of support services to various department. ➤ To safely secure the building at night. ➤ To maintain confidentiality practices.
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QUALIFICATIONS

Education and Experience Required	<ul style="list-style-type: none"> ➤ D.E.P. in Secretarial Studies. ➤ High School Diploma plus two (2) years' experience.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Ability to work a multi-line phone system. ➤ Knowledge of computer programs (Microsoft Word, Excel, Outlook, etc). ➤ Ability to multitask. ➤ Ability to work independently. ➤ Excellent communication skills. ➤ Excellent conflict resolutions skills. ➤ Valid driver's license and access to a vehicle are a requirement. ➤ Ability to work flexible hours when required, evenings, weekends, etc. ➤ Lifestyle must reflect that of a positive role model.
Assets	<ul style="list-style-type: none"> ➤ Knowledge of Kanien'keha Language. ➤ Knowledge of French Language.