



**Siksika Family Services Corporation-
Children's Services Dept.
Job Description**



**Receptionist/Administrative Support for
Siksika Strathmore Office**

Revision Date: May 9, 2023

Overview:

The Receptionist is the client's first contact when calling or visiting the practice and as such represents the professional image of the practice to callers and visitors. The Receptionist answers telephones, greets clients and escorts them to a waiting area, receives and transmits telephone and other messages, updates client business records, prepares billings and collects payments and performs a variety of other related services.

Duties & Responsibilities:

- Answers telephones and places calls quickly, efficiently and in a professional friendly manner.
- Screens calls to determine which should be handled by other staff members.
- Receives and transmits telephone and email messages accurately and promptly.
- Prepares written responses to routine inquiries via email, or phone.
- Responsible for mail collection and distribution
- Greets clients in a friendly courteous manner and directs accordingly.
- Assist in ordering and maintaining inventory of office supplies
- Maintains the appearance of the business office.
- Monitors board room bookings and ensures room is prepared for board meetings and other high priority meetings.
- Ensure the 2 Board Rooms are maintained and liaise with custodian to ensure room is cleaned.
- Maintains positive, cooperative relationships with other employees.
- Perform administrative tasks as needed for office such as photocopying, faxing, scanning, and filing for Finances/Placement Services Filing.
- Aware of Process for Public requiring Intervention Record Checks (IRC)
- Assist in preparing expenditures for payment.
- Performs other duties as Assigned.

Qualifications/Experience:

- Grade 12 or equivalency
- (3) year related experience in the field of administrative/Receptionist or related field.
- Completion of computer training or demonstrated computer knowledge and skill.
- Requires effective interpersonal, oral, and written communication skills
- Must have good time management and organizing skills

- Ability to prioritize projects and strong problem-solving skills
- Skill and ability for extensive computer knowledge, maintain records, file systems, info gathering and good knowledge of computer software programs such as Microsoft Office.
- Knowledge to determine and maintain confidentiality while remaining objective.
- Ability to work under pressure and deadlines.
- Ability to gather information from various sources.
- Thorough knowledge to determine what information is confidential.
- Sound interpersonal skills, friendly, and comfortable with dealing with general public.
- Demonstrates the ability to work within the policies & procedures as well as vision, mission, and core values of Siksika Children Services
- Ability to work independently and within a team environment.
- Knowledge of Siksika culture and history is an asset
- The ability to speak and understand the Blackfoot language is an asset.
- Must show respect and sensitivity for the Siksika Cultural Traditions

Work Environment:

- The hours of this position are Monday to Friday, 8:00 am to 4:30 pm. It is a requirement that the incumbent is in the office for this schedule.

Declaration:

I have read the Receptionist/Administrative Support job description. I understand the job duties and agree to carry out the responsibilities required of this position as stated within this job description.

Name (Print)

Signature

Siksika Children's Services:

Supervisor

Date