

STRENGTH

PEACE

UNITY

# Mohawk Council of Kahnawake



P.O. Box 720  
Kahnawake Mohawk Territory J0L 1B0

*Tsi Nīkaiō'tenhsērō:tens Ne Onkweshón:'a Rotiió'tens*

**HUMAN RESOURCES UNIT**

Tel.: (450)632-7500

Fax: (450)638-5958

Website: [www.kahnawake.com](http://www.kahnawake.com)

## Job Description

GENERAL INFORMATION	
<b>Job Title:</b>	Receptionist/Secretary, Main Building #SSII 20
<b>Division:</b>	Finance and Administration, Administration
<b>Date of Job Description:</b>	June 2009
<b>Terms:</b>	ON- CALL
<b>Job Reports to:</b>	Office/Building Manager

THE INCUMBENT	
<b>Name of Incumbent:</b>	
<b>Date of Hiring:</b>	
<b>Name of Supervisor:</b>	Office/Building Manager

GENERAL JOB DESCRIPTION
Under the supervision of the Office/Building Manager, provides receptionist services to the various departments/units within the Mohawk Council of Kahnawà:ke.

RESPONSIBILITIES	TASKS
To Provide Receptionist Services	<ul style="list-style-type: none"> <li>➤ Answers, screens and directs all incoming telephone calls;</li> <li>➤ Records and forwards telephone messages;</li> <li>➤ Keeps track of the whereabouts of office personnel;</li> <li>➤ Maintains and updates the emergency checklist;</li> <li>➤ Maintains and updates MCK telephone listing;</li> <li>➤ Screens and directs visitors;</li> <li>➤ Maintains reception and copy room areas;</li> <li>➤ Maintains and updates Reception manual;</li> </ul>
To Provide Administrative and Secretarial Support Services	<ul style="list-style-type: none"> <li>➤ Replenishes all forms, handouts etc. for clients;</li> <li>➤ Assists with the completion of forms and responds to queries regarding them;</li> <li>➤ Performs photocopying and incoming/outgoing faxmittals for office staff;</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Receipts and records funds for services rendered such as; photocopies, faxes and postage fees;</li> <li>➤ Ensures that copy room office machines are replenished daily and are in proper working order;</li> <li>➤ Ensures shredder is emptied daily, and contents stored for recycling weekly pickup;</li> <li>➤ Ensures that all cartons, and recyclable materials, which are a result of the operation within the reception/copy room/kitchen areas, are collected and ready for weekly pickups;</li> <li>➤ Orders office supplies, verifies orders, and stores supplies;</li> <li>➤ Updates meeting and bulletin boards on a daily basis;</li> <li>➤ Authorizes bookings of meeting rooms, and audio/visual equipment;</li> </ul>
<ul style="list-style-type: none"> <li>➤ Performs other job related duties as directed by the Immediate Supervisor.</li> </ul>	

<b>ACCOUNTABILITY</b>	
<ul style="list-style-type: none"> <li>➤ To ensure all callers and visitors are received and screened in a polite and pleasant manner;</li> <li>➤ To ensure that departments are relieved of as much routine work as possible;</li> <li>➤ To deal with internal and external clients in a discrete, tactful and courteous manner;</li> <li>➤ To maintain confidentiality;</li> <li>➤ To adhere to MCK Admin. Manual-Personnel Policy and Kanienke'ha initiatives.</li> </ul>	

<b>QUALIFICATIONS</b>	
<b>Education and Experience Required</b>	<ul style="list-style-type: none"> <li>➤ DEP in Secretarial Sciences, plus one (1) year relevant experience;</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>➤ HIGH SCHOOL DIPLOMA, plus three (3) years relevant experience.</li> </ul>
<b>Skills Requirements</b>	<ul style="list-style-type: none"> <li>➤ Sound secretarial and organizational skills;</li> <li>➤ Word processing and computer operations;</li> <li>➤ Sound oral and written communication skills;</li> <li>➤ Knowledge of general office operations and procedures;</li> <li>➤ Sound knowledge and understanding of Kahnawà:ke community programs and services;</li> <li>➤ Must possess a valid Class 5 Quebec driver's license;</li> <li>➤ Ability to show tact, discretion, flexibility and courtesy when dealing with callers, visitors, community members and co-workers is mandatory;</li> <li>➤ Ability to communicate in the Kanien'keha and French languages is an asset;</li> </ul>

	➤ The willingness to learn Kanien'keha is required.
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THE IMMEDIATE SUPERVISOR

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THE INCUMBENT

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DIRECTOR OF HUMAN RESOURCES