

STRENGTH

PEACE

UNITY

Mohawk Council of Kahnawake



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

Tsi Nikaio'tenhiseró:tens Ne Onkweshón:'a Rotiió'tens

HUMAN RESOURCES UNIT

Tel.: (450)632-7500

Fax: (450)638-5958

Website: www.kahnawake.com

Job Description

GENERAL INFORMATION	
Job Title:	Receptionist/Secretary #SSII 22
Division:	Client Based Services
Date of Job Description:	October 2008
Terms:	Indeterminate
Job Reports to:	Office Manager/ Executive Assistant

THE INCUMBENT	
Name of Incumbent:	
Date of Hiring:	
Name of Supervisor:	Caroline McComber

GENERAL JOB DESCRIPTION
Under the supervision of the Office Manager/ Executive Assistant, provides receptionist, secretarial and administrative support services to the various departments within Client Based Services Unit

RESPONSIBILITIES	TASKS
To Provide Receptionist Services.	<ul style="list-style-type: none"> ➤ Distributes documents, correspondence and mail to appropriate departments; ➤ Answers, screens and directs all incoming telephone calls and visitors to the appropriate department personnel; ➤ Records telephone messages and ensures they are forwarded to the appropriate department; ➤ Maintains a log for office personnel meetings, conferences/workshops, vacation, sick/personal days; ➤ Maintains reception and waiting areas; ➤ Maintains and updates a Reception Manual.

<p>To Provide Secretarial and Administrative Support Services.</p>	<ul style="list-style-type: none"> ➤ Responds to requests for information from community members; ➤ Photocopies and carries out incoming/outgoing fax transmittals for office staff and clients when requested; ➤ Arranges for courier and special delivery services; ➤ Dates, stamps, logs and prioritizes incoming/outgoing mail; ➤ Maintains and updates the meeting board; ➤ Maintains agenda and scheduling of appointments as required; ➤ Types letters, reports, documents, statements and charts on request for office staff; ➤ Distributes cheque for pick-up as required; ➤ Prepares responses to routine correspondence for office personnel; ➤ Keeps files up to date; ➤ Keeps track of meetings, conference calls and workshops; ➤ Ensures working order of office machines and maintains required supplies daily; ➤ Maintains the supply room and office supplies; ➤ Submits supply orders to Executive Assistant/Office Manager; ➤ Maintains kitchen supplies and prepares coffee daily; ➤ Ensures meeting rooms and kitchen are kept orderly; ➤ Collects, prepares and stores recycling material from the shredder, copy room, reception and kitchen areas for weekly pick-up.
<p>➤ Performs other job related duties as directed by the Immediate Supervisor.</p>	

ACCOUNTABILITY
<ul style="list-style-type: none"> ➤ To determine screening procedures to respond to callers' or visitors' needs; ➤ To determine the accuracy and completeness of files and information packages; ➤ To maintain files and records in a user friendly manner; ➤ To maintain continuously adequate supplies; ➤ To be able to show tact, discretion and courtesy when dealing with callers, visitors, community members and co-workers; ➤ To maintain confidentiality; ➤ To adhere to the MCK Administration Manual-Personnel Policy and Kanien'ké:ha Language Initiatives.

QUALIFICATIONS	
Education and Experience Required	<ul style="list-style-type: none"> ➤ DEP in Secretarial Sciences, plus one (1) year relevant experience; <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ HIGH SCHOOL DIPLOMA, plus three (3) years of relevant experience.
Skills Requirements	<ul style="list-style-type: none"> ➤ Sound secretarial and organizational skills; ➤ Knowledge of word processing operation and minute taking; ➤ Sound oral and written communication skills; ➤ Knowledge of general office operations and procedures; ➤ Knowledge and understanding of Kahnawà:ke community programs and services and how they function and interact with one another; ➤ Capacity to work some overtime to meet deadlines; ➤ Capacity to take some pressure associated with caller and visitor requests; ➤ Flexibility with lunch hour to ensure continuous reception services; ➤ Ability to communicate in Kanien'keha and French is an asset; ➤ Willingness to learn Kanien'keha is required.

THE IMMEDIATE SUPERVISOR

THE INCUMBENT

DIRECTOR OF HUMAN RESOURCES