



MOHAWK COUNCIL OF KAHNAWÀ:KE

HUMAN RESOURCES UNIT

RONWATIIO'TÉNHSE RAOTIRIHWÁ'SHÓN:'A RONTERIHWATSTERÍSTHA'

Core Job Information	
Job Title:	Receptionist
Division:	Client Based Services
Reports To:	Project Manager/Administrative Lead
Date of Job Description	February 2025
Purpose: Provides reception and administrative support services to the various departments within the Client Based Services Unit.	
Roles & Responsibilities	
Receptionist Services <ul style="list-style-type: none"> • 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. • Distributes documents, correspondence, and mail to appropriate departments. 	
Administrative Support Services <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 cheques for pick-up as required. 	



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- 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 the Project Manager/Administrative Lead.
- 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.

To provide training to all temporary replacement trainees as required

- Provides training to temporary Receptionists to ensure they become familiar with the reception standards.
- Ensures that the training procedures are performed with the utmost professionalism to allow for a positive work environment in the reception area.
- Evaluates temporary replacements and trainees on the job and meets with the Immediate Supervisor to discuss their potential.
- Schedules temporary replacements at reception as needed.

The statements herein reflect general details to describe the principal functions for this job and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties or be assigned projects associated with these responsibilities as directed by their immediate supervisor.

Education & Experience

- DEP in Secretarial Studies plus one (1) year of relevant experience in an office environment.
- OR
- High School Diploma, plus three (3) years of relevant experience.

Knowledge, Skills, Abilities

- Knowledge of general office operations and procedures.
- Strong receptionist skills.
- Sounds administrative, secretarial, and organizational skills.
- Sound oral and written communication skills.
- Strong computer skills and proficiency in Microsoft Office.
- Comfortable multi-tasking and prioritizing tasks.



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- Minute-taking skills.
- Ability to work under pressure and stress, associated with caller and visitor requests.
- Punctual.
- Knowledge and understanding of Kahnawà:ke community programs and services and how they function and interact with one another.
- Ensuring the continuous improvement of the organization.
- Conducts business with internal and external clients in a tactful, discreet, and courteous manner.
- Maintains confidentiality.
- Adhere to the MCK Administration Manual-Personnel Policy and Kanien'kéha Language initiatives.
- Ability to communicate in the Kanien'kéha and French languages is an asset.
- The willingness to learn the Kanien'kéha language.

Working Environment

- Five-day work week in an office environment.
- Moderate to high stress is associated with callers and visitors.
- Ability to work some overtime to meet deadlines.
- Flexibility with lunch hour to ensure continuous reception services

Commitment Statement

I serve the Kahnawà:ke community with its best interest in mind by supporting and encouraging creative, critical, and resourceful thinking, accepting and nurturing new ideas and approaches, and demonstrating my dedication and integrity through my efforts, actions, and words. I am part of a team that is empowered to take initiative in an interactive working environment.

Signatures

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____