Job Title: Receptionist  
Job Category: Administration  
Department/Group: Education – Ntamtqen Sna?maya?tn  
Job Code/ Req#: 6300  
Location: 1363 Hwy 3 Cawston  
Travel Required: Minimal  
Salary Range: $21.00 - $23.00  
Hours: 5.5 – 6 hrs. daily  
HR Contact: Diane Wood  
Posting Expires: When filled  
Date posted: February 7, 2024  

Resumes, References & Cover Letter accepted by:

E-mail: hr@lsib.net  
Mail: Lower Similkameen Indian Band  
Box 100 Keremeos, BC V0X 1N0  
Attn: Diane Wood

PROGRAM BAND SCHOOL
The Administration Department is responsible for the overall management of the operating, capital and financial affairs of the Lower Similkameen Band, and for the direct management of the day-to-day operating, delivery and administration of Band policies and programs.

PURPOSE OF THE POSITION
To provide reception and administrative support to the department. This position is the initial point of contact and is responsible for greeting and directing public, community members and others in a polite and professional manner.

SUPERVISION RECEIVED
The Receptionist/Administration Clerk operates under the direct supervision of the Band School Principal.

SUPERVISION EXERCISED
The Receptionist/Administration Clerk does not supervise employees.

DUTIES AND RESPONSIBILITIES
- Redirects, collects and manages information appropriately in order to facilitate departmental communication and public service such as monthly open band meetings, community events;
- Coordinates and arranges meetings and events using shared calendar and other means of communication; books and sets up meeting rooms including the set-up and operation of teleconference equipment (when required);
- Maintains contact with community members, service professionals and others in the delivery of administrative services;
- Receives, screens and responds to daily inquiries by answering incoming calls, handling in person inquires and route such inquires to appropriate staff members and/or resources as required; and receives, responds to/forwards and tracks all incoming documents;
- Gathers newsletter submissions and submits to the applicable Team Lead for approval before assembling and distributing the newsletter;
- Collects, date stamps, sorts and distributes mail daily;
- Drafts letters, spreadsheets and other documents; photocopying, faxing, and tracking outgoing reports and/or proposals as requested by the Band School Principal;
- Processes all outgoing and incoming courier packages, filing tracking receipts and signing for verification;
- Coordinates, plans and communicates School Staff Meetings;
- Controls, monitors and ensures the security of departmental stationary supplies and equipment , and prepare
supply purchase orders for approval by Band School Principal;
- Prepares cheque requisition as needed and prepares service invoice requests for submission to the finance department;
- Assists in the preparation and upkeep of the standard operations manual for reception activities;
- Observes building security monitors and reports abnormal activity to the Capital, Housing and Public Works Team Lead;
- Monitors areas of responsibility for opportunities for improvement and innovation and works proactively to implement these;
- Attends departmental meetings and events as required; Participates in relevant training and workshops identified by the Team Lead to enhance program services;
- Ensures that service quality standards are maintained and consistently delivered in all areas of responsibility;
- Promotes a safe work place; ensures that all established safety procedures are followed;
- Carries out other duties essential to the position as directed by the Band School Principal.

**FINANCIAL RESPONSIBILITY**
The Receptionist/Administration Clerk does not have financial responsibility.

**EDUCATION AND EXPERIENCE**
- Grade 12 graduation or GED;
- 3 years clerical / administrative support experience, or
- An equivalent combination of education and experience;
- Experience coordinating meetings, preparing agendas and taking minutes would be an asset;
- Experience creating reports, spreadsheets, memos, messages etc. with Microsoft Office programs;
- Clear, current criminal record check;
- Valid class 5 BC driver’s license;
- Courses in office administration preferred.

**KNOWLEDGE, SKILLS AND ABILITIES**
- Thorough knowledge of routine office practices and of the proper form of business letters and business English;
- Thorough knowledge of computer software including MS Office;
- Proficient computer skills in Word, Excel, Outlook Power Point and data base programs;
- Advanced organizational skills and extremely detail-oriented;
- Advanced verbal and written communication skills;
- Ability to provide, obtain or follow clear, concise and accurate information orally and in writing (including spelling, grammar, context and structure);
- Ability to draft correspondence independently and from written and verbal instructions;
- Ability to establish and maintain respectful, cooperative and productive working relationships with a variety of individuals to complete work assignments;
- Ability to work independently with limited direction, act on own initiative, set own priorities and meet deadlines;
- Ability to maintain strict confidentiality and to exercise sound judgment and discretion when dealing with sensitive issues;
- Ability to deal effectively and efficiently with occasionally aggressive or demanding individuals to provide or obtain information to clarify or resolve issues;
- Ability to effectively communicate and respond to routine requests or inquiries from LSIB staff and stakeholders;
- Strong work ethic including the ability to take initiative; to attend work on a regular and consistent basis, and to demonstrate a collaborative approach to problem solving.

**COMMITTEES**
The position may sit on committees as required.

**OTHER FACTORS**
**Culture/Language**
Respect for and working knowledge of the Syilx culture.
Personal Attributes
The Receptionist/Administration Clerk maintains strict confidentiality in performing his/her duties and demonstrates the following personal attributes: Integrity, Respect, Trust, Honesty, Compassion, and Accountability.

WORKING CONDITIONS
Physical Demands
- Extended periods of sitting at a desk and using a computer and other office equipment;
- Lifting (approximately 25 lbs);
- Bending or stooping;
- Potential for conflict from employees, the public or Band members;
- May be required to travel outside of normal office hours and may be required to travel out of town for meetings.

Tools/Equipment
- Office tools and equipment such as computers, laptops, scanners, photocopiers, calculators, fax machines, telephone system, and sets-up audio-visual equipment for teaching purposes;
- Computer applications such as databases, electronic mail, spreadsheets, and word processing.

Time Management
Frequent deadlines and potentially stressful situations.

COMPETENCIES
Core Competencies
Respect/Collaboration
Trust & Honesty/Building
Trust Compassion
Accountability/Taking Initiative

Clerical Focused Competencies Planning, Organizing and Co-ordinating Conflict Management
Customer Service
Delivering Results (Productivity and Personal Growth)
Functional Knowledge and Skills
Teamwork and Co-operation Communication (Written and Oral)
Technology

COMPETENCIES DEFINED

CORE COMPETENCIES
Respect/Collaboration
RESPECT: Treats all people with dignity, respect and fairness. Resolves interpersonal conflicts constructively. Shares time, energy and knowledge with others to ensure they can succeed. INCLUSIVENESS: Demonstrates awareness and respect of cultural and individual values. Appreciates and leverages the strengths of others to accomplish goals, regardless of background. Listens to ideas from others, even when different from own. Is careful to ensure all sides are heard before reaching a conclusion.

Trust & Honesty/Building Trust
HONEST: Behaves and expresses oneself in an open and honest manner. Is consistent in word and actions. Tells the truth even when it is difficult. Shares information accurately, completely and appropriately.
COMMITTED: Follows through on assignments and commitments. Supports LSIB goals and initiatives. Adheres to all policies and procedures.

**Compassion** Genuinely cares about people; is concerned with their problems; is available and ready to help; demonstrates real empathy with the joys and pains of others

**Accountability/Taking Initiative** Responds appropriately on own to improve outcomes, processes or measurements. Assumes responsibility and leadership when asked. Accomplishes goals independently, with little need for supervision. Takes ownership and accountability for own performance. Seeks out and/or accepts additional responsibilities in the context of the job. Identifies problems, obstacles or opportunities and takes appropriate action to address current or future problems or opportunities. Proactively doing things and not simply thinking about future actions.

**Clerical Focused Competencies**

**Planning, Organizing and Co-ordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization’s mandate.

**Conflict Management** is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.

**Customer Service** is the ability to anticipate and meet the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement. Understanding and meeting the needs of clients (clients are individuals or groups who use the department’s services).

**Delivering Results (Productivity and Personal Growth)** Strives to consistently achieve excellence in all tasks and goals. Maintains focus and perseveres in the face of obstacles. Uses time efficiently and responds quickly and constructively when confronted with challenges. Prioritizes tasks based on importance. Ensures job knowledge and skills are current and valuable. Receptive to feedback.

**Functional Knowledge and Skills** Demonstrates skills and knowledge relevant to one’s own function or work group. Applies current best practices in discipline or specialty area. Stays aware of major developments in discipline or specialty area. Recognized by customers and team members for functional knowledge and skills.

**Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

**Communication (Written and Oral)** Provides regular, consistent, and meaningful information. Listens carefully to others and ensures message is understood. Ensures important matters are shared with all appropriate parties. Communicates in a clear and concise manner. Uses appropriate grammar, pronunciation and tone to enhance understanding. Demonstrates professionalism through body language, including eye-contact and posture. Tailors communication style to needs of the recipient.

**Technology** is the ability to accurately and thoroughly utilize office technology and to demonstrate practical knowledge of information management, email management and privacy protection issues.

**Only those who are shortlisted will be contacted**