

<b>Job Title:</b>	<b>Receptionist Administrative Clerk</b>	<b>Job Category:</b>	<b>Administration</b>
<b>Department/Group:</b>	<b>Ntamtqen Band School</b>	<b>Job Code/ Req#:</b>	
<b>Location:</b>	1416 Hwy 3 Cawston B.C.	<b>Travel Required:</b>	N/A
<b>Salary Range:</b>	\$25.00 hr.	<b>Position Type:</b>	Full-Time
<b>HR Contact:</b>	Diane Wood	<b>Date posted:</b>	March 9, 2025
<b>Will Train Applicant(s):</b>	Will train	<b>Posting Expires:</b>	Open
<b>Resumes &amp; Cover Letter accepted by:</b>			
E-mail: <a href="mailto:diane.wood@lsib.net">diane.wood@lsib.net</a> Attention: Diane Wood		<b>Mail: Lower Similkameen Indian Band</b> Box 100 Keremeos, BC V0X 1N0 <b>Attn: Diane Wood</b>	

**LOWER SIMILKAMEEN INDIAN BAND  
RECEPIONIST/ADMINISTRATIVE CLERK**

**PURPOSE OF THE POSITION**

To provide reception and administrative support to the Band School. This position is the initial point of contact and is responsible for greeting and directing the public, community members, and others politely and professionally.

**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 to facilitate departmental communication and public service, such as monthly open band meetings and 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 inquiries, and routing such inquiries to appropriate staff members and/or resources as required; and receives, responds to/forwards, and tracks all incoming documents;
- Gathers newsletter submissions and submits them to the Principal or designate for approval before assembling and distributing the newsletter;
- Collects, dates, stamps, sorts, and distributes mail daily; records all mail into the mail registry;
- Drafts letters, spreadsheets, and other documents; photocopies, faxes, and tracks outgoing reports and/or proposals as requested by the Principal;
- Processes all outgoing and incoming courier packages, filing tracking receipts, and signing for verification;
- Controls, monitors, and ensures the security of departmental stationery supplies and equipment, and prepares supply purchase orders for approval by the Executive Assistant;
- Prepares cheque requisition as needed and prepares service invoice requests for submission to the finance department;
- Observed building security monitors and reported abnormal activity to the Capital, Housing, and Public Works manager;
- Ensures that service quality standards are maintained and consistently delivered in all areas of responsibility;
- Promotes a safe workplace; ensures that all established safety procedures are followed;
- Carries out other duties essential to the position as directed by the Executive Assistant.

#### FINANCIAL RESPONSIBILITY

The Receptionist/Administration Clerk does not have financial responsibility.

#### EDUCATION AND EXPERIENCE

- Training on the job will be provided.
- Clear, current criminal record check required;
- Valid class 5 BC driver's license;

#### KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of routine office practices and the proper form of business letters and business English is an asset.
- Thorough knowledge of computer software, including MS Office, is an asset.
- Computer skills in Word, Excel, Outlook, PowerPoint, and database programs are an asset;
- Organizational skills, detail-oriented, and an asset;
- Good 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.

## 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 attend meetings and community events 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 set 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 Coordinating 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 for 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 their 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. It is consistent in word and action. Tell the truth even when it is difficult. Share 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, and demonstrates real empathy with the joys and pains of others

**Accountability/Taking Initiative:** Responds appropriately on their 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 one's 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 coordinating** involves proactive 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. Prioritize 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. Stay aware of major developments in the discipline or specialty area. Recognized by customers and team members for functional knowledge and skills.

**Teamwork and Co-operation** are 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 that the message is understood. Ensures important matters are shared with all appropriate parties. Communicates clearly and concisely. Use appropriate grammar, pronunciation, and tone to enhance understanding. Demonstrates professionalism through body language, including eye contact and posture. Tailor communication style to the 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.