



HIAWATHA FIRST NATION

EMPLOYMENT OPPORTUNITY

Position Title: On-Call Receptionist

Posting Type: Internal/External

Location: Hiawatha, ON

Duration: Casual

Posting Closes/Deadline: Until Filled

Tentative Interview Date: TBD

Salary Range: \$20.00/hour

About Us:

Hiawatha First Nation provides services to the citizens of Hiawatha. These services include health, social, administrative, membership, public works, lands and education. It is essential that these services are provided in a way that supports the Hiawatha's vision statement and the 7 Grandfather teachings of humility, honesty, bravery, wisdom, truth, respect and love.

Position Summary:

In the absence of the receptionist, this position is the first line of contact for all clients of the various programs housed within the L.I.F.E. Centre. The On-Call Receptionist must be an extremely organized person with the ability to manage their time effectively. This position will have to work with all departments within the organization and all citizens of Hiawatha and maintain the strictest confidentiality. The incumbent must follow the strategic plans of the organization, adhering to the HFN vision and values.

Reporting:

This position will report directly to the Director of Operations. This position has no regular direct reports.

Main Responsibilities:

- Providing professional services as the first point of contact for incoming communication (in-person, phone, email and mail)
- Maintaining a basic understanding of all positions to direct and/or support citizens inquiries and direct complaints
- Organizing and disseminating communication to the appropriate staff
- Operating a multiline telephone system
- Maintaining registrations, booking appointments and providing follow up calls to citizens for Foot Care and Massages
- Arranging for courier services
- Maintaining sign-ups for various activities and events in the community
- Scheduling use of meeting rooms and ball diamond and reconciling fees
- Accepting and reconciling payments for Massages, Gym Fee's and missed activity fee's
- Distributing cheques to citizens
- Compiling and/or printing documents
- Signing medical transportation forms
- Providing administrative and programming support to various initiatives as required
- Promoting the vision, mission and values of Hiawatha First Nation
- Other duties as assigned

Requirements:

- Post-Secondary Diploma in Office Administration or another relevant diploma preferred; and
- Minimum two years of proven and successful related experience as a receptionist in an organization of comparable size and scope; preferably in a First Nations setting; or
- A combination of education, training or work experience which Hiawatha deems to be equivalent
- Must provide a satisfactory CPIC
- Valid Driver's License preferred

Knowledge, Skills and Abilities:

- Experience with computer programs (i.e. Microsoft Office, email and internet, Print Shop, etc.)
- Excellent liaison and networking skills
- Ability to work as an individual and as part of a team
- Well developed interpersonal, public relations and relationship building skills
- Excellent communication (oral, electronic and written)
- Excellent customer service skills
- Excellent organizational, time and file management skills
- Knowledge of legislation and government agencies an asset
- Exhibits a high degree of initiative and self-direction
- Must be analytical with strong attention to detail
- Proactive problem solver with excellent conflict resolution skills
- Ability to broach difficult situations efficiently, effectively and with tact
- Must be able to meet deadlines in a fast-paced quickly changing environment
- Ability to handle cash transactions and balance cash received

Behavioural Competencies:

- Must be an empathetic and non-judgemental person
- Must maintain strict confidentiality and manage sensitive information appropriately
- Be honest, respectful and trustworthy
- Be a team player
- Be an inspirational leader
- Possess cultural awareness and sensitivity
- Be creative and flexible
- Demonstrate sound work ethic
- Proven ability to work with people of diverse education, cultural and language backgrounds

Working Conditions:

- Working in an office environment
- Repetitive work
- Extended periods of sitting
- Interaction with employees, management and the community
- Working in a busy office environment with frequent interruptions
- Working with tight deadlines
- Working with situations that may be volatile in nature

Application Process:

If you are interested in this opportunity and possess the above list of qualities and requirements, please forward your resume and cover letter via mail, email, fax or in person to:

By Mail: Hiawatha First Nation
431 Hiawatha Line
Hiawatha, ON
K9J 0E6
ATTN: Zachary Friar, HR Coordinator

By email: hr@hiawathafn.ca

By fax: 705-295-4424

For more information please contact Zachary Friar at (telephone) 705-295-4421 ext. 209 or (email) hr@hiawathafn.ca

To find out more about Hiawatha First Nation, please visit our website at www.hiawathafirstnation.com

- 🌸 *The tentative interview date(s) are subject to change and are posted for planning purposes only*
- 🌸 *Hiawatha is grateful for all who show interest in our First Nation and take the time to apply, however, only those chosen for an interview will be contacted*
- 🌸 *Late applications will not be considered*
- 🌸 *Hiawatha is an equal opportunity employer, as well, Hiawatha references Canada's Aboriginal Employment Preferences Policy*
- 🌸 *Internal postings are for current staff and citizens of Hiawatha, Internal/External postings will give preference to internal applicants first*

We, the Mississaugi of Hiawatha First Nation, are a vibrant, proud, independent and healthy people balanced in the richness of our culture and traditional way of life.