



# HIAWATHA FIRST NATION

## EMPLOYMENT OPPORTUNITY

**Position Title:** On-Call Receptionist

**Posting Type:** Internal/External

**Location:** Hiawatha, ON

**Duration:** Casual (Non-guaranteed hours; offered shifts in the Receptionist's absence)

**Posting Closes/Deadline:** Until Filled

**Tentative Interview Date:** TBD

**Salary Range:** \$23.41-\$25.99/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:**

During the absence of the receptionist, this position will be the first point of contact for in-person visitors of the LIFE Centre, as well as answering all main line phone calls, transferring to the appropriate HFN employee. 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, while maintaining 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 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 concerns
- Organizing and disseminating communication to the appropriate staff
- Operating a multiline telephone system
- Retrieve mail and distribute as needed
- Arranging for courier services
- Monitor employee in/out of office building(s)
- Maintaining sign-ups for various activities and events in the community
- Scheduling use of meeting rooms as needed and reconciling fees
- Accepting and reconciling payments for fee's (gym membership, massage, etc.)
- Distributing cheques to citizens
- Assist staff by compiling and/or printing documents
- Signing medical transportation forms
- 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 an asset
- 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, internet, etc.)
- Experience with a variety of office equipment
- Ability to work as an individual and as part of a team
- Well developed interpersonal, public relations and relationship building skills
- Ability to meet tight deadlines
- 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

**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, 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](mailto:hr@hiawathafn.ca)

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

To find out more about Hiawatha First Nation, please visit our website at [www.hiawathafirstnation.com](http://www.hiawathafirstnation.com)