

## **Tłchq Government Job Description**

**Job Title:** Receptionist  
**Division:** Community Presence Office  
**Reports To:** Community Director  
**Location:** Gamètì  
**Job Status:** Full Time  
**Job Description Update:** April 4, 2024

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### **Purpose**

The Receptionist is responsible for providing administrative support for the Behchokò, Wekweètì, Whatì and Gamètì Presence Offices.

### **Scope**

The Receptionist is accountable for providing administrative support for the Behchokò, Wekweètì, Whatì and Gamètì Presence Offices by: acting as a first point of contact and providing operational support; providing administrative support for the Community Director and other presence office employees; and, ensuring all Tłchq Government office equipment in the presence office is maintained. The Receptionist must abide by all relevant legislation as well as the Tłchq Agreement and Tłchq Government Policies and Procedures.

### **Duties and Responsibilities**

- 1) Acts as a first point of contact and provides operational support for the Community Presence office by:
  - a) Receiving residents and visitors and directing to the appropriate staff member;
  - b) Answering the telephone and directing to the appropriate staff member or taking and relaying messages;
  - c) Sending, receiving and distributing faxes and other documents;
  - d) Collecting, sorting, distributing and preparing mail and courier deliveries;
  - e) Developing and maintaining a manual and electronic general filing system;
  - f) Preparing and maintaining mailing lists;
  - g) Maintaining an inventory of supplies and ordering supplies as required;
  - h) Responding to inquiries from the public;
  - i) Tracking employee attendance including maintaining the In/Out Calendar;
  - j) Maintaining a log of the use of Presence Office vehicles
  - k) Assisting the Occupational Health and Safety Officer when needed.
  - l) Tidy the reception area, foyer and the boardrooms
  - m) Tidy the kitchen area and turn the dishwasher on at the end of each day

- n) Unlock front and back door in the morning and lock up and set alarm at the end of the day. If other staff are working late, ensure that they are aware how to lock up and set the alarm.
- 2) Provides administrative support for the Director and department employees by:
- Tracking and posting staff schedules;
  - Assisting in the planning and preparation of meetings, conferences and conference telephone calls/ZOOM/Teams including catering;
  - Coordinating staff meetings including contacting participants and arranging rooms, and snacks/refreshments;
  - Taking minutes as requested and tracking meeting follow-up and activities; and,
  - Retrieving archived and other types of documents as requested.
- 3) Ensures all Tłchq Government office equipment in Presence Office is maintained by:
- Tracking multi-purpose devices in Presence Office and performing routine maintenance on machines;
  - Working with Tłchq Government staff to facilitate repair and periodic maintenance by the Office equipment vendor; and,
  - Working with Tłchq Government technical staff and vendors to manage setup / repair of telephone, cable, xerox machines, printers, DSL and related installations.
- 4) Performs other related duties and activities as directed

### **Supervisory Responsibilities and Latitude**

The Receptionist has no supervisory responsibilities. They report to and take direction from the Community Director. They have limited latitude to take independent action.

### **Education and Skills**

The Receptionist is expected to have the following educational background, work experience and skills (equivalencies will be considered):

- Completion of an office procedures and/or administration program
- Experience with filing systems and procedures
- Experience with office administration and receptionist services
- Good problem-solving abilities
- Very good interpersonal and communication skills and the ability to work as a member of a team
- Very good computer skills and the ability to establish and maintain electronic data bases and filing systems and use Microsoft Office, PowerPoint and the Internet for research purposes
- Ability to set up Zoom/Team Meetings
- Very good organizational and time management skills
- Positive attitude and work ethic
- Ability to speak the Tłchq language is required

- Familiarity with the Tłchq Agreement and Tłchq Constitution

### **Working Conditions and Effort**

The Receptionist is expected to demonstrate the following abilities:

- Ability to sit for extended periods
- Ability to focus and attend to details for extended periods of time
- Willingness to work pre-approved overtime as required
- Ability to deal with stressful situations under very tight timelines and with minimal supervision.
- Ability to execute tasks as directed

### **Confidentiality**

The incumbent may gain knowledge of personal and/or confidential information. The incumbent will not use for his/her own benefit or gain, or divulge to any persons, firm, company or other organization, any confidential information gained as a result of this position.

### **Certification**

Dated this _____ day of _____, 20__	
_____ Employees Printed Name	_____ Supervisor's Printed Name
_____ Employee Signature      Date	_____ Supervisor's Title
	_____ Supervisor's Signature
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.