

FRONT DESK CLERK

REPORTS TO the Facilities and Resources Manager

JOB DESCRIPTION

The Front Desk Clerk operates onsite of the Indigenous Perspective Society (IPS or the Society) and within the vision, mandate, policy and standard operating procedures. They play a key role in the daily operations as well as administration. The position is responsible for conducting communication with IPS staff, community, and partners, including responding to/or fielding requests. This position is situated at the front desk of the organization, receiving guests, providing a first impression, and performing administrative duties as required.

RESPONSIBILITIES

- Serve as the primary point-of-contact for current or potential partners, participants, and community members;
- Maintains communication, data entry, and filing systems
- Develop systems for tracking requests and responses;
- Providing technical support for online training, as required;
- Provide quality customer service to internal and external clients, as well as community partners, and responds to inquiries in a professional and timely manner;
- Identify problems, obstacles or opportunities and take appropriate action to proactively address the issues;
- Draft, edit, type and file a variety of documents including notes and correspondence, and maintain filing systems, on an as-needed basis;
- Organizes and delivers training materials, equipment, and supplies by methods such as shipped or scheduling courier pickup/delivery;
- Support day-to-day tasks such as supporting guests at the front door or over the phone, watering plants, refilling the printer, posting mail, etc.;
- Perform other duties as required.

QUALIFICATIONS

Education and Experience

- Grade 12 diploma
- Two years general office experience;
- Experience in keyboarding, word processing, excel spreadsheets and other standard computer applications;
- Experience drafting correspondence independently and from written and verbal instructions;
- Experience maintaining databases and filing systems;

Knowledge, Skills and Abilities

- Working knowledge and familiarity of Indigenous, First Nations, Metis and Inuit history, communities, cultures, traditions, practices;
- Competent in use of standard office equipment including facsimile, photocopiers, and computer;
- Knowledge of routine office practices and of the proper form of business letters;
- Superior organizational skills and be extremely detail-oriented;
- Broad computer skills including word processing, spreadsheets, databases and softwares including Microsoft Office Suite
- Ability to provide and obtain clear, concise and accurate information orally and in writing (including spelling, grammar, context and structure);
- Ability to establish and maintain effective working relationships with staff, consultants and community partners to complete assignments;
- Ability to work independently with limited direction, act on own initiative, set own priorities and meet tight or changing deadlines;
- Ability to exercise discretion and apply mature judgment to make decisions regarding operational and administrative matters, determine appropriate course of action, and solve problems;
- Ability to deal effectively and efficiently with individuals to provide or obtain information to clarify or resolve issues.
- Ability to occasionally travel to attend meetings, conferences, seminars etc.;
- Ability to work within an onsite office environment.

CERTIFICATION

I have read the contents of this job description and accept the position and responsibilities as described in this document.

Employee Name

Signature

Date