



Mamalilikulla First Nation

168-1436 Island Highway, Campbell River BC V9W 8C9
(ph) 250-287-2955 (fax) 250-287-4655 toll free 1-888-287-2955
admin@mamalilikulla.ca

EMPLOYMENT OPPORTUNITY

RECEPTIONIST

Supervisor: Band Administrator

Hours of work: 35 hours per week

Role: We are looking for a pleasant Front Desk Representative/Receptionist to undertake all receptionist and clerical duties at the desk of our main entrance. You will be the “face” of the Mamalilikulla First Nation for all visitors and will be responsible for the first impression we make.

The ideal candidate will have a friendly and easy-going personality while also being very perceptive and disciplined. You should be able to deal with complaints and give accurate information. A customer-oriented approach is essential.

Minimum Qualifications:

1. Proven experience as a front desk representative, or relevant position
2. Familiarity with office machines (e.g. fax, printer, etc.)
3. Proficient in English (oral and written)
4. Exceptional knowledge of MS Office (especially Excel and Word)
5. Strong communication and people skills
6. Good organizational and multi-tasking abilities
7. Problem-solving skills
8. Customer service orientation
9. High School diploma: additional qualifications will be a plus.
10. Criminal reference check
11. Must have access to reliable transportation

Essential Duties:

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Answer, screen and forwarding incoming phone calls or take messages
- Receiving and sorting mail daily

- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Answer questions and address complaints
- Receive letters, packages etc. and distribute them
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort, and forward emails
- Monitor office supplies and place orders when necessary
- Keep updated records and files
- Take up other duties as assigned (travel arrangements, schedules, etc.)

Knowledge and Skills:

- ✓ High school graduation supplemented by courses in typing and general office practices and one year experience in general office and receptionist work.
- ✓ Proven work experience as a Receptionist, Front Office Representative, or similar role
- ✓ Proficiency in Microsoft Office Suite (MS Outlook, Word, and Excel) with experience with communications software, word processing and spread sheets.
- ✓ Knowledge of office routines and procedures related to filing, record keeping and routine clerical duties.
- ✓ Hands-on experience with office equipment (e.g., fax machines and printers)
- ✓ Professional attitude and appearance
- ✓ Excellent communication (verbal and written), interpersonal and customer service skills required.
- ✓ Exceptional experience in communicating with the public, in person and by phone
- ✓ Ability to respond professionally to queries in person, over the phone and via email.
- ✓ Ability to build and maintain collaboration and positive working relationships.
- ✓ Ability to work well both independently and within a team environment
- ✓ Ability to handle multiple incoming phone calls
- ✓ Ability to be resourceful and proactive when issues arise
- ✓ Excellent organizational skills
- ✓ Exceptional multitasking and time-management skills, with the ability to prioritize tasks

If you believe that this position would be a good fit for you, please reply to this posting and submit a current resume and cover letter to the attention of the Band Administrator at admin@mamalilikulla.ca, fax 250-287-4655 or mail to 168-1436 Island Highway, Campbell River, BC V9W 8C9. **Closing date: June 7, 2024, 4:00 pm.**

Qualified Band members will be given priority

We thank all interested applicants, but only qualified candidates will be contacted.