

## Kwanlin Dün First Nation

- A. Position Title:** Administrative Assistant
- Department:** Education and Social Development
- Supervisor:** Manager of Pathways and Social Development
- Date:** May 2021
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**B. Job Summary:**

Reporting to the Manager of Pathways and Social Development the position is responsible for providing reception services, administrative support to staff within the Education and Social Development Department, and the coordination of building maintenance for the programs and services within the Kenädän Kù - House of Learning.

**C. Main Duties:**

**1. Provide reception duties by:**

- Greeting and responding in a warm, courteous and professional manner to telephone, email and walk-in inquires;
- Providing general program and service information to callers, visitors, colleagues or referring to the appropriate staff member as needed;
- Taking and relaying messages for all Education and Social Development staff as needed in a timely fashion and relaying Citizen or participant complaints or harassment to Manager;
- Arranging appointments or meetings for all Education and Social Development staff as needed including tracking availability of staff for service and inquiry purposes;
- Maintaining message and communication boards, announcements, and posters current and professionally displayed;
- Maintaining building and staff security by:
  - i. Notifying appropriate staff member of arrival of all visitors, appointments or meeting participants prior to allowing access and be attentive to all visitors in the building;
  - ii. Keeping track of incoming and outgoing visitors to the building; and ensuring all public visitors vacate during office closures (noon, end of day);
  - iii. Ensuring that doors and windows are securely closed at noon and at the end of the day;
- Coordinating, monitoring, ensuring cleanliness of and scheduling shared and common spaces including but not limited to meeting and training rooms, computer lab, etc.;
- Maintaining sanitary coffee services for participants attending training, appointments or meetings, etc. and for drop-in participants.

**2. Provide administrative duties by:**

- Managing incoming and outgoing mail including pick-up and delivery, sorting, recording and distributing;
- Coordinating and acquiring signatures for Income Support payments;
- Performing general duties including, but not limited to; photocopying, faxing, mailing, binding or collating documents, assembling binders and typing documents as required, and picking up supplies in Whitehorse as needed;
- Drafting or editing letters, memos, reports and correspondence for approval;
- Providing records management support for department including:
  - i. First point of contact for KDFN Executive Council Office (ECO) staff for all records management enquires;

- ii. Adhering to KDFN records and information management policies and procedures and participates in the implementation and up keep of department files and archival records;
- Providing logistical support for meetings and training events for staff and program participants, including notifying participants and following up, preparation and distribution of information packages including agendas, assisting with room set-up and take-down, coordinating catering and travel as needed, acquiring needed equipment and taking meeting minutes;
- Monitoring and maintaining office equipment including creation of work orders and follow-up on damages, equipment malfunctions, or repairs as needed;
- Monitoring and maintaining an inventory of coffee, office and first aid supplies as needed;
- Creating and maintaining various databases and spreadsheets;
- Tracking and monitoring services provided for inclusion in quarterly reports, and for planning purposes;
- Assisting Manager(s) with the coordination of program and service delivery logistics;
- Assisting in the processing of expense claims, purchase orders, invoices, honoraria, and in maintaining an effective tracking method;

**3. Provide coordination of building maintenance by:**

- Reporting any safety or building maintenance issues inside or immediately outside the Kenädän Kù - House of Learning to the Manager, the building safety representative and to the Community Services department with the creation of a work order as needed;
- Monitoring work orders created with the Community Services department in order to ensure resolution of the safety or building maintenance issue;
- Coordinating the secure shredding program and arranging for recycling pick-up;
- Ensuring building key box is maintained with an updated key list and properly labeled keys;
- Assisting in the development of procedures and guidelines specific to office, health and safety, and others as needed;
- Performing other activities and duties as directed within the position's scope of knowledge, mandate and expertise.

**The job description accurately reflects the current job duties. Please note that the job duties are subject to change based on organizational needs.**

**D. Education and Experience:**

- Completion of Grade 12 and completion of coursework in Business Administration or Office Administration or an equivalent combination of education and experience;
- Minimum of 2 years work experience providing reception and administrative support in a confidential environment;
- Solid computer experience with proficiency in, and experience with, Microsoft Office Programs (Outlook, Word and Excel), databases and experience with various search engines;
- Experience providing positive first point of contact service;
- Experience with organizing and maintaining filing systems;
- Experience providing professional telephone and email etiquette;
- Experience coordinating meeting logistics for staff including preparing agendas and meeting minutes;
- Knowledge of Kwanlin Dün First Nations community, heritage and culture, social structure, language and traditions.

**Management Skills:**

- Strong organization, coordination and time management skills;
- Ability to multi-task effectively in a demanding and sometimes stressful work environment;
- Ability to work independently, to take initiative and to set work priorities;
- Excellent conflict resolution skills with the ability to de-escalate potentially violent situations;
- Ability to complete forms accurately and completely;

- Strong administrative skills including drafting or editing letters, memos, reports and correspondence for approval, and providing logistical support for meetings;

**Interpersonal Skills:**

- Proven customer service (i.e., greeting and responding to telephone, email and walk-in inquires);
- Solid oral and written communication skills;
- Ability to provide a consistent welcoming introduction to programs and services offered;
- Must have a positive attitude and good work ethic;
- Ability to maintain strict confidentiality and professionalism at all times;
- Ability to establish positive relationships with staff and the general public;
- Exercises discretion, tact, diplomacy and good judgment;
- Must value diversity and demonstrate kindness to others regardless of differences;

**E. Key Personal Contacts and Nature of Contacts:**

<u>Contact</u>	<u>Nature of Contact</u>
Manager, Pathways and Social Development	Immediate supervisor; to receive direction and exchange information; problem solve; seek advice and direction.
Director Education and Social Development	Information exchange, refer visitors, take direction and provide assistance as required.
Managers within Department and Departmental staff	Coordinate appointments; take messages; exchange information; problem solve; refer visitors, support and provide assistance as required.
KDFN staff	To exchange or share information, refer visitors to staff, relay concerns or communication; provide assistance and information as required.
KDFN Citizens	To answer inquiries, provide general information, schedule appointments, assist with documents or direct clientele to the appropriate personnel.
General Public	To answer inquiries, provide general information, refer visitors to the appropriate personnel.

**F. Direction/Decision Making:**

Direction for this position is primarily provided by the Manager, Pathways and Social Development. The position follows established procedures to perform routine tasks and receives general guidance and direction to perform a variety of non-routine tasks with limited decision-making responsibility. Some judgment is required to adapt procedures, processes and techniques to apply to more complex assignments. Resolves most questions and problems, and refers new or unusual issues to the Manager.

**G. Impact and Accountability:**

This position is accountable for both quality and timeliness of work tasks carried out. The incumbent requires considerable organizational skills and ability to work independently so as to provide a positive impact on the work of other departmental staff.). This position has the capacity to greatly impact the level of consistent service and support received by participants accessing programs offered at Kenādän Kù - House of Learning.

**H. Positions Supervised:**

Direct: None  
Indirect: AOC Receptionist; Students or Trainees, as assigned.

**I. Working Conditions:**

The Administrative Assistant is located in an office environment, sharing office space with other coworkers and dealing with the public on a daily basis. Frequent interruptions are to be expected. A high level of stress may be encountered dealing with a diverse participant base. Unpredictable behavior of participants may occur (i.e., dissatisfied and/or distressed). Critical and sensitive situations may present a stressful environment. Situations may need to be evaluated for individual or participant safety considerations and be handled with wisdom, diplomacy and tact.

The incumbent is required to travel to other locations within the City of Whitehorse in order to acquire signatures on Income Support payments, gather supplies needed for programs and support services and to pick-up and deliver incoming and outgoing mail, including Income Support payments.

**J. Conditions of Employment:**

All employees are expected to follow KDFN legislation and policies in a harmonious and cooperative manner, creating a team approach in their duties for KDFN's future success. Mandatory confidentiality is a condition of employment for all staff of Kwanlin Dün First Nation.

- Valid class 5 driver's license (willingness to obtain Class 4 is an asset) and access to a personal vehicle;
- Satisfactory pre-employment criminal records check with vulnerable sector search;
- Standard First Aid & CPR is an asset.
- Proof of COVID-19 vaccinations as deemed by KDFN

**Job requirements:**

- Regular travel within the City of Whitehorse.

**K. Position Approval:**

I approve this position description as being representative of the work I require to be performed and that the responsibility and authority levels identified have been delegated to this position. It has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><b><u>Supervisor:</u></b> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p>	<p><b><u>Incumbent</u></b> (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p>
Signature: _____	Signature: _____
Date _____	Date _____

<p><b>Manager, Human Resources:</b> (Comments)</p>	<p><b>Executive Director:</b> I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.</p>
<p>Signature:</p>	<p>Signature:</p>
<p>Date</p>	<p>Date</p>