



# Fort Nelson First Nation

Strong. Healthy. Proud. Self-reliant.

## INTERNAL-EXTERNAL JOB POSTING

Job Title:	Front Office Assistant (Clerk II)	<b>Posting #:</b>	12-2022
Department:	Health & Community Services	<b>Level:</b>	G2-L1-C2
Location:	5001 Dene Etene Rd.; Multiple Sites Served	<b>FTE:</b>	1.0
Supervisor:	Director, Health & Community Services	<b>Rate:</b>	\$19.30
Key Areas:	Communication, Organizing, Records, Data Processing	<b>First Posted:</b>	2022-02-22
Effective Date:	February 2022	<b>Closes:</b>	When filled.

### SUMMARY / SCOPE

Reporting to the Director of Health & Community Services, or designate, the Front Office Assistant (Clerk II) is responsible for providing direct clerical support to the Health and Wellness Department. The Front Office Assistant ensures the timely and organized flow of information and records management within the department. Key areas includes community facing responsibilities such as visitor reception and participation in community events hosted by the department, as well as telephone reception, organizing incoming/outgoing mail/communications, booking appointments for office staff and maintaining office calendars, booking temporary staffing, procurement assistance, maintaining filing systems and project binders, minute taking, document preparation and document control, data entry, time entry, maintain office supply inventory stocks and controls, maintain maintenance and repair schedules for office assets, process service requests, communicate with employees and public, provide research assistance and draft letters/documents for supervisors as needed. This position collects and maintains information in accordance with applicable legislation. Other related duties as required.

### Candidate Profile:

The Front Office Assistant has good interpersonal skills including good listening skills to gather information and to ask questions in order to deliver effective customer service and efficiently carry out assigned tasks. This employee routinely provides information to other employees, and will benefit from a high level of attention to detail, and working with other employees to form positive and supportive working relationships. The Front Office Assistant has good written and verbal communication skills and communicates with callers, visitors, employees, the supervisor, and other persons to obtain information and supplies, and/or advice or help to solve problems or issues, and may occasionally have contact with occupational health and safety committee members, and the general public. The successful candidate is able to work independently while positively contributing to a teamwork environment and has experience managing and completing multiple projects within established timelines.

### COMPETENCIES

- Safety
- Communication
- Reliable
- Computer Skills
- Observation
- Time Management
- Responding & Reporting
- Customer Service
- Organizing records/materials
- Listening

### MINIMUM QUALIFICATIONS

- Mature individual of professional presentation with a minimum grade 12 high school diploma
- One to two (1-2) years demonstrated experience providing management support at intermediate level
- Experience with filing systems and record keeping
- Good interpersonal skills and ability to interact well with employees and the public.
- Organized and able to handle competing priorities and meet deadlines.
- Good communication skills (written and oral); ability to listen to understand and ask questions for clarification.
- Proficient computer skills and able to use MS Office Suite, Excel, internet, email, and keyboarding.
- No barriers to working with any member of the community and their family representative(s)
- Compliance with BC Immunization program, TB screening, and COVID-19 vaccinations.
- Police Records Check



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- Valid BC Driver's License and factor report

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### DESIRED QUALIFICATIONS

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The following are considered assets:

- Applied Business Technology or equivalent certification.
- First Aid certification
- Previous experience working for or a relational understanding of First Nations Governance.
- Google™ drive, calendar, forms and other Google™ products.
- Ability to speak Dene and/or Cree.

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### WORK CONDITIONS

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- Ability to lift up to 10 lbs. boxes, file-boxes, and equipment.
- Intermittent physical activity including bending, stooping, stretching, squatting, pushing, pulling, walking, standing, sitting, and lifting.
- Interacts with employees, management staff, and community members.
- Manual dexterity required to use desktop computer and peripherals.
- Auditory concentration is required to listen attentively, to be alert and to obtain and interpret information correctly.
- Regularly impacted by interruptions with little or no control over work pace.
- May be exposed to emotionally charged situations.
- Overtime as required.

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### APPLICATION INSTRUCTIONS

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**Closes:** When Filled. **Remuneration:** Rate offered to the successful incumbent is pending certification(s), skills, experiences, knowledge. \*Preference may be given to qualified First Nation's applicants. Kindly forward your cover letter and resume to:

**Human Resources, Recruitment**  
Fort Nelson First Nation  
R.R. #1, Mile 295, Alaska Highway  
Fort Nelson, B.C. V0C 1R0  
E-mail: [recruitment@fnation.ca](mailto:recruitment@fnation.ca)

***We thank all individuals for applying, but only those applicants whose applications clearly demonstrate meeting all of the requested minimum qualifications will receive a response.***

\* Constitution Act, 1982 [Section 35]; Canadian Charter of Rights and Freedoms [Section 15(1)]; Canadian Human Rights Act [Section 16(1)]; Employment Equity Act [Section 5(a), 10(b)]; Declaration on the Rights of Indigenous Peoples [Article 22]; ILO Convention 169 on Indigenous and Tribal Peoples in Independent Countries.