



# Fort Nelson First Nation

Strong. Healthy. Proud. Self-reliant.

## INTERNAL/EXTERNAL JOB POSTING

|                        |   |                       |             |
|------------------------|---|-----------------------|-------------|
| <b>Job Title:</b>      | Front Office Assistant                            | <b>Posting #:</b>     | 43-2023     |
| <b>Department:</b>     | Administration                                    | <b>Grade:</b>         | G2-L1       |
| <b>Location:</b>       | 2026 Kenny-Yah Road                               | <b>FTE:</b>           | 1.0         |
| <b>Supervisor:</b>     | Office Administrator, Corporate Services          | <b>Starting Rate:</b> | \$20.45/hr. |
| <b>Key Areas:</b>      | Reception, Clerical & Administrative Support      | <b>First Posted:</b>  | 2023-11-16  |
| <b>Classification:</b> | Temporary full time; 7 months, possible extension | <b>Closes:</b>        | When filled |

### Job Scope

As the first point of contact for visitors to the Administration building, this employee enthusiastically embraces and supports the needs of the department by delivering positive customer service to all visitors and co-workers. Under the direction of the Office Administrator, the Front Office Assistant's primary responsibilities are to perform clerical and administrative duties to support the department. This employee provides a range of clerical and administrative support work, including: preparing letters and documents, purchasing and ordering, and processing incoming/outgoing calls, mail, visitors, and information using the appropriate office tools and tracking methods ensuring prompt and correct routing, and attending to inquiries and directing requests to the appropriate personnel. This employee communicates information of a general nature to employees and the public/customers, and assists and supports functional areas of, security, records management, communications, and finance. A key element of success for this worker is the development of an awareness of relevant work and issues of the department. Other related duties as required.

### Competencies

- Safety
- Computer Skills
- Communication
- Customer Service
- Switchboard
- Organizing/Time Management

### Candidate Profile

The Front Office Assistant (Clerk II) has good interpersonal skills including good listening skills to listen to requests for information and to ask questions to gather all necessary information ensuring understanding. The Front Office Assistant (Clerk II) has good written and verbal communication skills and communicates with employees, managers, and supervisors in the immediate department, and in other departments, as well as with the general public.

### Minimum Requirements

- Mature individual of professional presentation with a minimum grade 12 high school diploma
- One (1) year 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.
- Cultural sensitivity; ability to work with all members of the community.
- Compliance with BC Immunization program, TB screening, and COVID-19 vaccinations
- Ability to provide own transportation to and from work.
- Satisfactory completion of a Police Information Check.
- Valid Class 5 BC Driver's License and drivers abstract is required.

### Additional Information

The following training/certificates and additional assets are preferred, but the Employer may provide training to a successful candidate:

- Database Management
- Adobe
- Google™ drive, calendar, forms and other Google™ products.
- Ability to speak Dene and/or Cree.
- Other certificates: WHMIS, First Aid.



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### Work Conditions

This work takes place Monday to Friday, 8:30 a.m. – 4:30 p.m., excluding holidays. Manual dexterity is required to use desktop computer and peripherals. May handle sensitive information and documents. May be required to use Personal Protective Equipment. May be exposed to hazards associated with the sector.

### Application Instructions

**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: [recruitment@fnnation.ca](mailto:recruitment@fnnation.ca)

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