



## **SHAWANAGA FIRST NATION** EMPLOYMENT OPPORTUNITY

**Position:** Receptionist/Front Desk Coordinator

**Vacancies:** One (1)

**Job Period:** Full-time – 37.5 hours weekly

**Start Date:** As soon as possible

**Salary:** To be determined

**3 Month Probation**

### **Position Summary**

A self-starting, highly motivated individual is required to assume responsibility of the Front Desk of the Healing Centre. The main goal of the position is to ensure that the Healing Centre team and community needs are provided with administrative and health support to operate effectively and efficiently as we strive to contribute to the growing needs of Shawanaga First Nation. You will be the first point of contact for guests and callers, ensuring a welcoming and professional experience.

The Receptionist/Front Desk Coordinator will report to the Executive Director.

### **Duties**

- Creates a welcoming environment by greeting guests, answering phone calls, directing visitors, and taking messages for the Healing Centre staff.
- Takes complaints or issues and passes them on to the appropriate parties.
- Creates and distributes company memos through email, letters, or telephone calls.
- Incoming and outgoing mail distribution.
- Schedules and maintains the calendar of resources for the Healing Centre.
- Coordinates the booking and setting up of rooms, vehicles, and kitchen for programming and meetings.
- Organizes and files Healing Center documents either electronically or with a paper filing system.
- Maintain a clean, organized and professional front desk area and photocopy room.
- In charge of maintaining office equipment and ordering necessary supplies for office machines.
- Provide support for team members when necessary.
- Ability to handle multiple responsibilities, flexibly and calmly.
- Ability to communicate effectively and productively with community members, community partners, and government agencies and officials.
- Maintain both written and verbal confidentiality.
- Abide by personnel policies and procedures of Shawanaga First Nation.
- Other duties as assigned by the Executive Director (within reason).

### **Qualifications & Skills:**

- Strong time management and organization skills.
- Attention to detail.
- Strong interpersonal skills.
- Strong communication skills; both written and oral.
- Positive attitude for greeting customers and clients in a friendly and warm manner upon arrival to the office or through the phone.
- Flexibility to be able to move between activities and duties quickly if priorities change.
- A college diploma in Office Administration or a related field would be preferred with an additional 3 years of related work experience in an administrative capacity.
- Must have knowledge and understanding of indigenous culture, traditions, teachings and community dynamics.
- Proficiency in Microsoft 365 - Word, Excel, PowerPoint, Publisher, Outlook, Teams, Dropbox, Adobe Acrobat Pro.
- Must have practical experience and knowledge of legislation governing First Nations
- Must have practical experience in developing and maintaining websites and other social media venues
- Must be familiar with all office machines including photocopiers, fax machines, phone systems, etc.
- Demonstrated ability to maintain confidentiality.
- A valid ON driver's license – G preferred.

*Preference may be given to indigenous candidates with relevant on reserve employment experience and/or those with knowledge and understanding of Shawanaga First Nation history and community.*

### **Successful candidates must be able to produce and maintain a clean Criminal Record Check (CPIC).**

Only those applicants selected for an interview will be contacted. Please submit a resume with a cover letter and three (3) current work-related references by email, fax or in person to;

Ava Pawis  
Human Resource Coordinator  
Shawanaga First Nation  
2 Village Rd., Nobel, ON P0G 1G0  
Tel: (705) 366-2526 \* Fax: (705) 366-2740 \* Cell: (705) 346-0321  
Email: [recruitment@shawanagafirstnation.ca](mailto:recruitment@shawanagafirstnation.ca)

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