

Blood Tribe Department of Health Inc.

Job Description

TITLE: Receptionist/File Clerk

SUMMARY OF WORK

The Receptionist is responsible for a wide variety of clerical office duties in support of administration. This includes coordinating and communicating office activities, greeting and screening visitors, answering and referring incoming telephone calls, and scheduling appointments. The Receptionist will also be responsible for administrating company correspondence.

DUTIES AND RESPONSIBILITIES

- Greet all general public/visitors/employees in a professional manner respectfully.
- As a front-line worker, present a positive and professional image of the organization to all visitors, suppliers, inquiries, and any other interactions.
- Maintain the reception in a tidy and presentable manner.
- Provide information to staff and/or clients about special activities.
- Answer all incoming telephone calls and direct to appropriate program/department.
- Record telephone, e-mail, or written message for staff members.
- Administer and manage inbound/outbound mail, including priority post, courier services, packages, emails, faxes and other correspondence.
- Accept and monitor inbound shipments as necessary.
- Receive and distribute all forms of paper correspondence.
- Organize, maintain and coordinate office records and files in their proper locations.
- Maintain efficient and effective filing system.
- Maintain the employee/visitor sign in/out process
- Ensure that the appropriate evacuation procedures are carried out in the event of an emergency.
- Observe and report any security issues to the Office Manager.
- Participate in all Integrated Quality Management Framework initiatives.
- Participates in the maintenance of a quality improvement environment throughout the organization such as the BTDH Accreditation status can be maintained.
- Respect and maintain confidentiality at all times.
- Engage in other duties as assigned by the Office Manager and CEO.

PROFESSIONAL QUALIFICATIONS

- A post-secondary Diploma/Certificate from a recognized secretarial program or High School diploma.
- Excellent organizational, communication and interpersonal skills.
- Superior telephone manners and strong interpersonal skills
- Strong written and verbal skills to communicate with all levels of the organization.
- Must have extremely strong skills in Microsoft Office and office equipment.
- Ability to work independently, meet target deadlines and manage multiple tasks.
- Familiarity with the Blackfoot Culture and language is an asset.