



# ʔakisq̓nuk First Nation

## POSITION DESCRIPTION

*This position description describes the principal duties and responsibilities of this position and does not imply that they are the only duties and responsibilities to be performed.*

**POSITION TITLE:** Receptionist (Recreation Centre)

**DATE:** February 2022

**PROGRAM:** Administration

**REPORTING TO:** Senior Administrative Officer

### OVERVIEW

ʔakisq̓nuk First Nation ("AFN") is a member Community of the *Ktunaxa Nation*. AFN Administration exists for the Community and is comprised of different departments unified by our Vision, Mission, and Values. The AFN departments work together to achieve our goals and objectives as set out in our long and short term strategic plans. We continue to progress and move our Community forward toward our Vision.

### POSITION SUMMARY

The Receptionist will greet people coming into AFN's Recreation Centre, direct them to the appropriate contacts or services, provide general information in person, by phone, and by email. The receptionist is also expected to perform clerical duties and maintain front desk security and security access lists.

### STRATEGIC PLANNING

Overall awareness of how the Recreation Centre operates and to have familiarity with the facility's features and structural planning such as emergency muster points, fire drills, memorizing locations of different offices and who works within those spaces, and ensuring security alarms are properly coded and set.

### FINANCIAL

No direct financial responsibility.

### COMMUNICATION

Strong communication skills including reading, writing, oral and public speaking, vocabulary, listening and interpretation.

## **KEY RESPONSIBILITIES**

- Serving visitors to the Recreation Centre by greeting, welcoming, and directing them appropriately.
- Accepting and processing payments made by visitors and users.
- Tracking of user schedules and ensuring bookings are not overlapping.
- Conduct general light labour duties within the facility such as sweeping of floors, ensuring the facility is properly stocked, sanitizing surfaces, and replenishing supplies regularly.
- Keeping a safe and clean reception area by complying with AFN's procedures, rules, and regulations.
- Supporting continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Maintaining security by following procedures, monitoring logbook, and confirming the identity of visitors.
- Follow and implement provincial and federal public health orders on a regular basis and ensure the latest measures are being applied.
- Perform other duties as required.

## **WORKING CONDITIONS**

1. Indoor Recreation Centre with office spaces.
2. Corporate office environment.
3. Standing and sitting for extended periods of time.
4. Working autonomously without constant direct supervision.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- One to two years of recent, relevant experience as a receptionist or office administrator; preferably working in a similar recreational facility.
- Minimum high school diploma required; a college diploma or a university degree in any field is considered an asset.
- Ability to work with computer software programs / computer skills such as Microsoft Suite programs.
- Has excellent observation, oral and written communication skills.
- Is self-directed with the ability to work with little supervision.
- Strong ability to multi-task, prioritize and follow through on assignments

## **GENERAL STATEMENT**

The core of our business is serving the AFN Community and the Ktunaxa Nation overall. Therefore, anyone who joins the organization should have an understanding of AFN and/or the Ktunaxa Nation. This understanding can be gained from being a member of the AFN Community and/or the Ktunaxa Nation, being from AFN or Ktunaxa ancestry, or from working with the Community and/or the Nation. If a person looking to join the AFN Organization does not currently possess this

understanding of the Community or Nation, they must demonstrate a genuine interest to learn more and stay informed about the culture to gain a greater understanding.