



TAKLA NATION

HEALTH ▪ PROSPERITY ▪ TRADITION

Job Posting

POSITION TITLE: Receptionist, Takla Health Clinic

SUPERVISOR'S TITLE: Clinic Administrator

SPECIFIC DUTIES:

Under the direction of the supervisor, this position provides guidance and support to clients, visitors, colleagues, and administrators. Duties include:

- Answering questions using a customer service orientation;
- Receiving all visitors, determining their needs, and referring them appropriately within the Takla Nation system;
- Maintaining the Clinic's and related (i.e. Carrier Sekani Family Services, Ministry of Children and Family Development) information systems as required;
- Maintaining a professional office environment at all times, including keeping public information current;
- Providing administrative support to supervisors and colleagues, including setting appointments, arranging meetings, processing communications effectively, receiving, creating and distributing documents and reports;
- Collecting, verifying and managing client information, in collaboration with Carrier Sekani Family Services and other external partners;
- Performing file audits to ensure that all required documentation is collected and maintained;
- Code and file financial, client and other information as required;
- Ensuring all Clinic communication systems, including any field communications, are up-to-date and functioning properly, with any issues or ideas for improvement shared with the supervisor;
- Ensuring facility security is enabled as required by Clinic and Takla Nation protocols, with any issues or ideas for improvement shared with the supervisor;
- Assists with community events as required;
- Contacts vendors to purchase, service or repair equipment/supplies. Coordinates shipments;
- Engaging in, contributing to, and accomplishing the vision and goals of the Nation;
- Promoting a positive work atmosphere and communicating in a professional manner that demonstrates mutual respect with community members and colleagues;
- Other duties as assigned by supervisor.

SKILLS AND QUALIFICATIONS:

- Knowledge of First Nations culture and traditions, and of systemic issues faced by First Nations people;
- Completion of relevant post-secondary credential and a minimum one year of related work experience, or equivalent combination of education and experience;
- Demonstrated ability to maintain confidentiality;
- Ability to accurately input data at 40wpm;
- Demonstrated ability and willingness to problem-solve at the appropriate level including being able to identify issues and resolve problems in a timely manner;
- Must possess strong interpersonal skills, including a demonstrated customer service attitude;
- Must be able to communicate clearly, both written and orally;
- Excellent phone and office etiquette;
- Must be organized, accurate, thorough, and able to monitor work for quality;
- Must be dependable, able to follow instructions, respond to management direction, and must be able to improve performance through constructive feedback;
- Operating knowledge of standard office equipment: photocopiers, computers, fax machines, postage meters etc.
- Proficient in appropriate technological resources including the following computer areas: Word processing; spreadsheet and database application;
- Demonstrated ability to work effectively and cooperatively;
- Demonstrated ability to plan, coordinate and implement activities;
- Ability to plan, schedule and prioritize own workload; ability to deal with multiple tasks, responsibilities, and inquiries in very short time spans with multiple interruptions;
- Strong office and organizational skills;
- Ability to work positively in a busy, demanding environment.

Deadline: May 11th, 2018 at 3:00 pm

Interested individuals please forward your Cover Letter and Resume to Takla Nation, Human Resources for Attention of Shannon West at hr@taklafn.ca

Thanks in advance to all the applicants that have applied for the Receptionist position, but only selected candidates will be contacted.