



Penticton Indian Band

841 Westhills Drive
Penticton, British Columbia V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

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|------------------------|---|------------------------|---|---|
| Position Title: | Education Centre Receptionist | Classification: | 3 | \$20 – 25 per hour (Based on education & experience) |
| Department: | Education | Type: | Non-Managerial | |
| Status: | Full-time | Regular Hours: | Current: 8:30 am to 4 pm Monday to Friday | |
| Responsible To: | Education Resource Manager and Education Centre Administrator | | | |
| Location: | PIB Education Centre | | | |
| Deadline: | February 10, 2023 | | | |

Job Summary:

Under the supervision of the Education Centre Administrator, and/or Education Resource Manager, the Education Centre Receptionist will ensure an efficient, effective, and professional office to support the education needs of the Education Centre. The Education Centre Receptionist is an essential member of the administrative team and contributes towards the smooth operations of the Education Centre.

Core Competencies:

- Accountability
- Decision making
- Teamwork
- Adaptability
- Organizational and Relationship building
- Service orientation
- Communication
- Planning and organizing
- Problem Solving

Duties/Responsibilities:

Job Responsibilities and Work Performed

- Answer the phone in a pleasant, informed manner and pass on messages to all staff.
- Operate the Education Centre switchboard.
- Greet parents, community members and visitors in a pleasant and informed manner and assist them with visitor sign in process.
- Speak to individuals or groups of people in a pleasant and informed manner with poise, voice control and confidence.
- Perform under stress, deal with persons acting under stress and adapt when confronted with emergency situations.
- Maintain reception area materials (job application process, newsletter, event calendars, email, written, and print notices, etc.) for the purpose of providing reference information.
- Types letter, reports, Education Centre-wide notices, and other documents.
- Checks mail, deal with incoming and outgoing mail.
- Responds to telephone/email enquiries from parents and public.
- Creates purchase orders and pay invoices.
- Assist with all administrative duties such as photocopying, filing, laminating, etc. to support Education Centre principal, vice principal and staff.
- Maintain Education Centre petty cash fund and submit receipts and purchase orders to replenish funds.
- Maintain clerical and computerized records for students and staff. Provide records to staff and updates as needed.
- Orders equipment and supplies for Education Centre staff.
- Provide timesheets at front desk, verbally remind staff, provide envelope for staff to put time sheet in and check all time sheets are in before submitting to Principal or Vice Principal.
- Assist in place of education staff with Education Centre events as needed, such as Education Centre performances, cultural field trips and sporting events.
- Assist students and others with routine problems and refer non-routine items to supervisor.
- Work with courtesy, tact, and diplomacy in dealing with others, and work cooperatively as a team player.

- Maintain daily Education Centre attendance records, enter data into DRUMS, phone for absences of students, and report to teachers any absences.
- Order food for hot lunch program when required.
- Receive a variety of items (special delivery, mail, messages, application packages, etc.) for the purpose of distributing materials to appropriate parties.
- Prepare and distribute notices by paper, FB, and email.
- Prepare, read, and comprehend a variety of job-related forms, reports, spreadsheets, plans, records, documentation, and correspondence.
- Coordinate student registration process, including any additions/edits to new registration forms.
- Generate classroom lists for teachers and principal, ensuring forms are updated.
- Uses Microsoft software packages, such as Word and Excel, to help support the Education Centre's administrative team.
- Develop and maintain effective working relationships with Education Centre staff, parents, and others.
- Attend and participate in staff and working group meetings and training as requested and appropriate.
- Adhere to and work within the Education Centre policies and the PIB Human Resource Policy.
- Performs other duties and responsibilities as deemed necessary to the smooth running of the Education Centre and assigned by Education Centre principal and vice principal.
- Provide information in staff calendar on facility rentals.
- Provide new staff with orientation on regular Education Centre procedures including booking travel, ordering supplies, how to do timesheets, personnel policy, and important documents binder.

External Responsibilities:

- Positively represents PIB offsite.
- Positive/healthy choices always.
- Positive role model always.

Reports to:

- Education Centre Administrator
- Education Resource Manager

Accountability

Deliverables and the standards will be on the basic knowledge of budgeting finances. Reports to be completed include:

- Final reports to INAC and FNEC
- Nominal roll
- Yearend invoices for budget
- Process invoices, purchase orders and provide updates on budgets.
- Departmental operation manual to be used include:
 - List of open purchase orders
 - Human resources policy
 - Education Centre policies and procedures
- FNEC guidelines
- INAC guidelines

Relationships

Supervision received and given will be medium to low. Other positions that will report to you for supervision include "at risk youth students." Internally this position will report to the Education Centre Administrator and PIB Education Resource Manager (K-Post Secondary)

Decision Making

Level of decision-making expected for this position is medium. The level of exercising judgment will be based on making decision on what account budgets to draw from as well as determining the best course of action. In addition, you may be required to support Education Centre staff in dealing with a situation if something should happen to a child while on a field trip (i.e., whether they need medical attention or to contact parents). Ensures decision making adheres to PIB code of conduct and personnel policy.

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- Grade 12
- Basic bookkeeping

Other Certification, Licenses, Designations and/or Training

- Office Assistant Certificate (asset)
- Criminal Record check including vulnerable sectors.

Specific Job Skills and Levels

- Excellent communication skills both verbal and written.
- Excellent time management skills.
- Evidence of clear focused communication
- Working knowledge of Microsoft office packages
- Pragmatic approach to problem solving.
- Ability to build personal relationships.
- Active listening skills – gives full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Service Orientation – actively looking for ways to help people.

Minimum Level of Experience

- 1 year office work

Personality Traits (Required to be successful in position)

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|---------------|------------------------|
| • Outgoing | • Professional |
| • Polite | • Calm |
| • Loyal | • Flexible |
| • Trustworthy | • Highly Organized |
| • Respectful | • Confidential |
| • Honest | • Reliable |
| • Reliable | • Supportive |
| • Resourceful | • Culturally sensitive |

Assets:

- Office Assistant Certification

Working Conditions:

- Safe environment
- Drug and alcohol-free workplace
- Busy and stimulating
- Unpredictable due to working with children.
- Fun, happy and fulfilling.

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

Deadline:

February 10, 2023

Send your Resume to Senior Manager, Human Resources

Rory Gabriel at jobs@pib.ca