

GENERAL INFORMATION

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| Job Title: | Reception & Administrative Assistant |
| Department: | Administration |
| Date of Job Description: | November 2023 |
| Job Reports To: | Operations Manager |

JOB DESCRIPTION SUMMARY

Under the direct supervision of the Operations Manager, the Reception & Administrative Assistant is responsible to provide overall administrative support and reception services to the various areas of the Kahnawake Youth Center (KYC).

CORE RESPONSIBILITIES AND DUTIES

| Core Responsibilities | Duties |
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| Performs general office duties. | <ul style="list-style-type: none"> ➤ Provides administrative support to the Executive Director, Operations Manager, Program Manager, and general operations of the KYC; ➤ Participates in relevant organizational committees as necessary; ➤ Completes tasks of delegated administrative overload work i.e., photocopying, typing, meeting minutes, etc. ➤ Process, update, and maintain all registration information and payments for all programs and services offered by the KYC; ➤ Keeps attendance and statistical records for all classes and programs offered; ➤ Print & manages membership cards; ➤ Answers all incoming phone calls and transfers to the appropriate staff; ➤ Takes phone messages and delivers to staff; ➤ Welcomes individuals/visitors entering KYC; ➤ Directs visitors to rooms for meetings and informs appropriate staff; ➤ Answers general questions on services provided by the KYC; ➤ Retrieves & delivers mail from the post office and/or suppliers and delivers to the appropriate staff; ➤ Files documents in the appropriate areas of KYC; ➤ Delivers items left at Reception to staff; ➤ Directs suppliers making deliveries; ➤ Maintains supplies for all office equipment. i.e.: photocopiers, printers; ➤ Coordinates with maintenance staff to maintain cleaning supplies; ➤ Maintains a neat reception area, updates signages and promotional flyers within KYC; ➤ Maintains and updates the reception Procedural Manual and makes it available to temporary reception staff; ➤ Assists and participates in the implementation of large-scale community events. |
| Assists with Payroll & Accounting Services | <ul style="list-style-type: none"> ➤ Prepares weekly check batches for vendor payment; ➤ Ensures vendor documentations are filed; ➤ Monitors debit system and provides sales reports; ➤ Distributes and monitors petty cash; ➤ Assists with end of year audit. |
| Administers and maintains master archives for KYC | <ul style="list-style-type: none"> ➤ Classifies, indexes, labels and stores records, reports, reviews, correspondence, proposals, operational, technical, financial, personnel and historical documents; ➤ Locates and selects materials as required to meet general information requests; ➤ Destroys documents in accordance with established procedures; ➤ Maintains inventories of records in storage; ➤ Assists in developing effective and efficient archive procedures for staff and management; |

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| | <ul style="list-style-type: none"> ➤ Answers general questions pertaining to archives for KYC Board of Directors, Executive Director, Operations Manager, Program Manager, staff, and community members. |
| Handles scheduling of gymnasium and all other room bookings for meetings, classes, and parties. | <ul style="list-style-type: none"> ➤ Ensures scheduling of gymnasium and meeting rooms through the Amilia/ EZ Facility online registration system and confirms facilities are adequate for nature of visits/meetings/parties; ➤ Arranges/cancels appointments on an as needed basis; ➤ Maintains and updates the Amilia/ EZ Facility Procedural Manual and makes it available to all staff. |
| Performs any other job-related duties as may be required by the immediate Supervisor(s). | |

| ENVIRONMENTAL FACTORS | |
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| Work Environment: | ➤ Regular work week 32.5 hours, some flexible hours. |
| Stress Factor: | ➤ Moderate stress with some periods of high stress. |
| Deadlines: | ➤ Some tight deadlines (unplanned). |
| ACCOUNTABILITY | |
| <ul style="list-style-type: none"> ➤ Provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures, and directives; ➤ Provide timely and accurate production of high-quality documents and forms; ➤ Provide accurate and timely response of all delegated work; ➤ Perform general typing assignments on computer with accuracy, requiring spelling, syllabication, and punctuation and proof-reading for typographical and grammatical errors; ➤ Maintain confidentiality practices. | |

| QUALIFICATIONS | |
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| Education and Experience required | <ul style="list-style-type: none"> ➤ D.E.C. in Secretarial Studies. ➤ High School Diploma plus two (2) years' experience. |
| Skills and Requirements | <ul style="list-style-type: none"> ➤ Strong interpersonal skills required; ➤ Ability to work a multi line phone system; ➤ Excellent verbal and written communications skills required; ➤ Knowledge of computer programs (Microsoft Word, Excel, Outlook, etc.); ➤ Experience in minute taking; ➤ Good knowledge of office machines; ➤ Strong organizational skills and ability to prioritize work as new demands surface; ➤ Ability to work independently and in a team setting; ➤ Ability to multitask and make decisions; ➤ Ability to converse with clients; ➤ Ability to remain calm in different situations as they may arise; ➤ Regular work week; may be required to work some overtime on weekends or evenings; ➤ Lifestyle must reflect that of a positive role model. |
| Assets | <ul style="list-style-type: none"> ➤ A valid driver's license and access to a vehicle. ➤ Knowledge of Kanien'keha and French as asset. |

Immediate Supervisor

Incumbent

Date