



**KTUNAXA
NATION**

We invite you to apply for the position of...

KTUNAXA SERVICE REPRESENTATIVE

CORE SERVICES

Term specific – Part-time position

POSITION SUMMARY:

This is a quality-orientated, relationship-based role that provides general administrative operational support to the highest quality standards for the overall Ktunaxa Nation and the Ktunaxa Nation Council.

Serves visitors positively by greeting, welcoming, directing, and announcing them appropriately; notifying KNC employees of visitor arrival; maintains office security and telecommunications system. Answering, screening or referring inquiries; maintaining employee, Sector, and department directories; giving instructions and directions; maintaining security by following procedures; monitoring logbook; issuing visitor badges; coordinating front-desk activities, including distributing correspondence and redirecting phone calls. Ensure the reception area is safe, presentable, and professional.

The key contribution of this role:

- Clear, open, and consistent communication internally and externally representing the organization knowledgeably, professionally, and ethically.
- Be the “Face of the Nation”, clearly representing and demonstrating the image and values of the Ktunaxa Nation.

DUTIES AND RESPONSIBILITIES:

- Welcome visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintain a telecommunication system by following manufacturer's instructions for house phone and console operation.
- Maintain a professional, safe, and clean reception area by complying with procedures, rules, and regulations.
- Provide administrative support to core services as needed.

- Maintain Ktunaxa Nation Government Building security by following KNC COVID- 19 safety procedures and controlling access via the main reception desk (monitor logbook, etc.)
- Deal with emergencies in a timely and effective manner, while streamlining office operations.
- Receive, sort, and distribute daily mail/deliveries. Pick up and take mail to the post office daily. Receive packages and check orders that arrive from Loomis, DHL, or courier.
- Supply Management – monitor, stock and re-stock office supplies and equipment; keep inventory; order supplies for the photocopier. Monitors mail stamping equipment.
- Ensures the accuracy of the information on the Reader Boards.

POSITION QUALIFICATIONS

Academic Preparation

Grade 12; additional certification in Office Management is an asset

Required Skills, Knowledge, and Experience

- 1-2 years experience as receptionist, front office representative, or similar customer service role.
- Integrity, ethics, ability to consistently maintain a high level of confidentiality
- Ktunaxa and indigenous cultural awareness and sensitivity
- Excellent proficiency in MS Office programs (Word, Excel, PowerPoint)
- Willingness to learn Outlook, SharePoint; familiarity with WordPress
- Communication: strong written and oral communications, demonstrated exceptional vocabulary and grammar, listening, interpretation/comprehension from verbal and written sources
- Interpersonal: acute listening, observation, non-judgment, understanding, caring, compassion, resilient
- Exceptional level of customer service – genuinely warm presence, friendly, sincere, drive for service excellence, gracious, empathetic, caring
- Telephone skills; informing others; handling pressure
- Emotional maturity: respectfully interacts with others with demonstrated qualities of sincerity, helpfulness, courtesy, and humility
- Ethical conduct and responsibility sets a positive example and fulfill responsibilities with the highest diplomacy of integrity, ethics, and professionalism. Must be discreet with sensitive confidential information.
- Stress management / self-care awareness is essential.
- Adaptability and flexibility: resourceful to seek creative solutions
- Organizational skills: strong office administration skills, strong organizational and multi-tasking skills and the ability to manage multiple projects successfully; prioritize work and projects; recognize the need for doing thorough and complete work, at the same time addressing the shifting focus and demands.

The Ktunaxa Nation Council is committed to providing and maintaining a safe and healthy work environment for all employees and the people, Communities and Bands that we serve. Successful candidates must be fully vaccinated against infection by COVID-19. Candidates who are unable to be vaccinated due to a personal characteristic protected under applicable human rights legislation may request to be exempt from this requirement.

Ktunaxa candidates are encouraged to apply; support to apply for this position can be accessed through the Education and Employment Sector Service Center. Ktunaxa Applicants are encouraged to apply for this position regardless of experience or qualifications as on-the-job training may be considered.

Please submit your cover letter and resume to:

**Human Resources
Ktunaxa Nation Council
PO 7825 Mission Road
Cranbrook, BC V1C 7E5
KNC-HR@ktunaxa.org
Fax: (250) 489-2438**

CLOSING DATE: Open until filled

We thank those who apply; however, only those selected for an interview will be contacted.