

Job Description

Receptionist/Admin Assistant

THE POSITION

The Administrative Assistant contributes to the efficient day-to-day operations of Taan, its **Skidegate** office in particular, and supports the work of management, other staff and the General Manager, through provision of reception, information management, and other related duties as assigned. The Administrative Assistant reports to the General Manager.

KEY RESPONSIBILITIES

The Administrative Assistant performs a range of duties as assigned including, but not limited to:

Reception:

- As the initial point of contact, will answer phones and greet visitors in an efficient, friendly, professional and courteous manner
- Will direct all enquiries to the appropriate staff member
- Will direct all incoming mail, etc. to the appropriate staff member following established procedures

Office Administration:

- Make travel, meeting, training and other arrangements as directed or required
- Prepare, organize and file documentation, records, minutes and reports in a timely manner as assigned
- Forward email enquiries to the appropriate staff member
- Ensure the maintenance of information on data systems
- Assist TAAN staff with administrative activities as requested
- Ensure maintenance of both the office and other Taan properties as directed
- Track and organize assets, including any necessary maintenance such as ferry cards, vehicles and keys, office security, etc.
- Responsible to receive and track financial transactions with contractors or the community

Other related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- Capacity for detail under pressure, and excellent organizational skills and ability to prioritize
- Strong interpersonal skills – adaptable, proactive and strong problem-solving skills
- Excellent written and verbal communication skills with conflict resolution skills
- Strong customer service skills with a high level of responsiveness, who can work independently
- Strong ethics and ability to maintain confidentiality as part of a team
- Excellent administrative skills and advanced proficiency in Microsoft Office

TRAINING, EDUCATION AND EXPERIENCE

- Minimum 2 to 3 years' experience in a similar role, providing administrative support to senior level positions, preferably in a First Nations organization
- Post-secondary diploma in a related field, or an equivalent combination of skills and experience
- Proven experience providing administrative support