

Administrative Assistant-Receptionist

Métis Nation – Saskatchewan is seeking a strong team player committed to quality service to carry out objectives of the Registry and to provide a range of service as the **Administrative Assistant-Receptionist**, this full time position is based at the Métis Nation – Saskatchewan office in Saskatoon, SK. Please submit resume, references, and cover letter to info@mnsregistry.ca by March 10, 2019

Qualifications

- Applied degree or diploma or a minimum 2 years clerical or administrative experience.
- Knowledge of Métis culture.
- Knowledge of general office policies and procedures.
- Strong communication skills including speaking, writing and active listening skills.
- Strong computer skills (including Microsoft Word, Excel, database software, electronic communication tools such as Microsoft Outlook).
- Proficiency with basic office equipment, fax, photocopier, digital camera, shredder, and scanner.
- Good time management skills along with the ability to prioritize daily tasks; strong organizational skills and effective decision-making abilities.
- Willingness to work within a team environment.
- Professional telephone etiquette.
- Strong typing skills, a minimum of 50 wpm.
- The ability to be meticulous in assembling meeting packages and maintaining meeting calendars.
- Skills in general administrative functions, including accurate typing, filing, ordering office supplies, and maintaining office equipment.
- Exceptional written and oral communications skills.
- Excellent work attendance.
- Sound problem-solving and decision-making skills and attention to detail.
- Interpersonal skills and an ability to demonstrate tact and diplomacy in difficult situations.
- Ability to use computer applications, process information, perform searches, and produce and edit a variety of correspondence, documents, and reports.
- Ability to store and track information accurately to facilitate efficient search and retrieval.

Responsibilities

Manage Registry External and Internal Communications

- Welcome and greet visitors to relay information, take calls, take messages, answer or redirect questions.
- Receive and interact courteously with contacts (government, agency professionals, sales representatives, media, public, and staff).
- Receive and process incoming and outgoing mail.
- Prepare outgoing correspondence for mailing or courier.
- File correspondence and other records as directed by the Director.
- Draft external and internal correspondence as required.
- Prepare meeting packages and minutes for Registry staff meetings.
- Maintain meeting calendar for the overall Registry Office and notify Director of upcoming meetings and scheduling.
- Attend Registry staff meetings and take notes.

- Receive and direct phone calls
- Answer phones and provide information and support on Registry application procedures; direct calls to other departments as applicable.
- Handle high call volumes efficiently without sacrificing customer care.
- Answer questions and provide support in a consistent and courteous manner
- Provide a source of reliable, knowledgeable, courteous customer service.
- Ensure answers to questions are consistent and standardized to the Registry's written policies and procedures.
- Log and report on phone enquiries
- Maintain log sheets of calls received, issues identified, and resolutions achieved.
- Prepare periodic reports on volumes of calls and issues identified.
- Complete all other responsibilities as determined by the Director of the Registry.

Maintain the security and confidentiality of documents

- Develop a thorough knowledge of any existent policy or guidelines for the protection of personal information.
- Maintain confidentiality and security of information and materials according to established policies and procedures.
- Act as first point of contact for prospective Métis Nation citizenship applicants
- Screen citizenship applicants and prospective applicants and provide information on the citizenship application process.
- Provide detailed information regarding eligibility, the application process, and the requirements for citizenship.

Maintain Registry Office

- Maintain the office's non-Registry filing system; file in an organized, timely fashion.
- Operate a range of office machines such as photocopiers, computers and facsimile machines.
- Maintain office machinery and equipment, request and follow up on new orders and repairs (computer, fax, phone, and photocopier).
- Request and follow up personal equipment orders and repair (cell phone).
- Complete Registry purchase orders and request for office supplies to replenish inventory, unpack, verify and store.

General

- Perform typing and photocopying as required.
- Print, copy and bind written documents.