

## Job Description

POSITION:	Office Assistant
ACCOUNTABILITY:	Facilities Supervisor
CLASSIFICATION:	Full Time Contract
DATE APPROVED:	November 27, 2021
DATE REVISED:	April 27, 2022

### **JOB PURPOSE**

The Office Assistant provides reception and clerical support for the Agency. The Office Assistant is responsible for processing accommodation reservations, ordering office supplies, and aiding in fleet related duties with a high level of accuracy. The Office Assistant will record and distribute incoming and outgoing mail, packages and faxes, greet customers in person or on the telephone, and direct them to the appropriate personnel, provide clerical support to other staff and maintain office supplies. The Office Assistant functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

### **KEY JOB FUNCTIONS**

#### **Reception:**

Greet customers in person or on the telephone and direct them to the appropriate personnel.

- Prepare and maintain staff contact list including extensions, cell phones and e-mail;
- Answer the telephone and direct calls to the appropriate personnel;
- Greet customers coming to the Agency and notify the appropriate personnel of their attendance;
- Update and maintain staff sign in/out board;

#### **Clerical and Administrative Support:**

Provide clerical support as needed and required.

- Process travel accommodation reservations for staff;
- Process meeting logistics such as organizing agendas, meeting space, food, accommodations and meeting packages;
- Photocopy and file documents as needed and required;
- Prepare forms, letters and documents as required;
- Secure quotes from suppliers and vendors to purchase office and other supplies;
- Order, distribute and maintain inventory of supplies;
- Maintain efficient filing systems;
- Manage and ensure maintenance of office equipment;
- Prepare new administration forms as required;
- Prepare business cards as required.

#### **Fleet Support:**

- Work with Fleet Administrator to schedule vehicles for maintenance
- Support the delivery of vehicles to appointments
- Aide with retrieval of fleet documentation, for example, collecting mileage sheets and sending in vehicle incident reports
- General fleet support

#### **Record Incoming and Outgoing Mail and Faxes:**

Record and distribute incoming and outgoing mail and faxes.

- Pick up and send mail and packages on a daily basis;
- Open incoming packages, mail, Purolator or special delivery mail, date stamp it, record it in the incoming mail log and distribute to the appropriate personnel;

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- Receive incoming faxes and distribute to the appropriate personnel;
- Record outgoing mail in the mail log and ensure it has adequate stamps for mailing;
- Replenish postage meter as required;
- Process courier services for urgent outgoing mail;
- Prepare and file documents for courier and record appropriately in outgoing mail.

### **Relationship and Team Building:**

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

### **Cultural Competency:**

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishinaabemowin language within the position.

### **Administration and Reporting:**

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

### **Other Duties:**

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

## **QUALIFICATIONS**

### **Minimum Education**

- Diploma in Office Administration, Administrative Assistant or related.

### **Minimum Experience**

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- Two (2) years' experience in an administration position or office setting;
- Equivalent combination of education and experience may be considered.

### **Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services;
- Knowledge of First Nation service delivery, customs and traditions relating to child welfare;
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Knowledge of external services and service agencies;
- Knowledge of office systems, equipment, processes and procedures;
- Knowledge of accounting, office administration procedures and communication.

### **Special Skills and Abilities**

- Excellent computer skills with MS Office Software;
- Excellent telephone and interpersonal skills;
- Excellent customer service skills;
- Excellent written and oral communication skills;
- Excellent organizational skills;
- Excellent administrative skills;
- Excellent time management skills;
- Good problem-solving skills;
- Ability to work within and meet tight timelines;
- Ability to take initiative and work independently with minimal supervision;
- Ability to work within a team environment;
- Ability to work flexible hours;
- Ability to display a positive and helpful attitude;
- Ability to adapt to change;
- Ability to work with confidential and sensitive information.

### **Other Requirements**

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishinaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

### **WORK SITE LOCATION**

The position may be based out of head office in Batchewana First Nation or satellite offices in the individual First Nation community of Serpent River First Nation and the urban areas of Sudbury and Sault Ste. Marie.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Office Assistant will typically be in an office setting and driving Agency vehicles. The Office Assistant is frequently required to operate a computer, file and retrieve written documents, drive Agency vehicles for servicing, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching, and bending.

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Clerical positions can be mentally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Office Assistant to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

### **TECHNOLOGY & EQUIPMENT**

Computer, photocopier, switchboard telephone, and fax machine.

### **SUPERVISORY RESPONSIBILITY**

This position is not required to supervise any staff.

### **KEY RELATIONSHIPS**

#### **Internal**

The position requires interaction with the Finance Department, Infrastructure & Technology Department, co-workers and other staff.

#### **External**

The Office Assistant will interact with clients and customers of the Agency.

### **DISCLAIMER**

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

### **SIGNATURE**

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date