

Vuntut Gwitchin Government

- A. **Identification:** Receptionist
- Department:** Information Systems
- Supervisor:** Director, Information Systems
- Date:** May 2005
- Status:** Regular Full-time
- Level:** 3
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B. **Job Summary:**

Reporting to the Director, Information Systems this position provides main reception services at the administrative building of Vuntut Gwitchin Government in Old Crow, and information flow support for the Information Systems Department.

C. **Main Duties:**

Provides service to the public by:

- Greeting walk-in customers, answering inquiries, and directing customers to appropriate offices and staff members
- Using professional telephone techniques when answering the telephone according to procedures, putting callers on hold when necessary, transferring incoming calls, re-directing calls, giving information to customers, and using the voice mail features appropriately
- Responding to email inquiries or forwarding these inquiries to appropriate staff members
- Taking messages accurately and ensuring that messages are relayed to appropriate staff members in a timely manner
- Keeping track of staff members' movements and monitoring the Who's In screen in order to give customers accurate information as to availability of staff members
- Monitoring use of public computers in the main reception foyer according to policies, assisting computer users as needed, and ensuring young users are behaving in a respectful manner
- Keeping material and displays in the main foyer organized, tidy and up-to-date
- Maintaining a positive professional manner by dress, voice and body language in order to give customers confidence in the professionalism of Vuntut Gwitchin Government, and be a role model to youth
- Booking the community hall with users, ensuring users sign a rental use agreement, relaying instructions to the community hall custodian regarding set up and coffee/tea service, relaying technical requests to the IS technician, giving the user the key, and ensuring the key is returned, and discussing any after use concerns with the custodian or the Government Services Dept.

Assists with information flow by:

- Updating employee telephone listings on a regular basis
- Updating the community telephone listings on a regular basis
- Picking up the mail at the post office on a daily basis, stamping all incoming mail with the date stamp and placing mail in appropriate mailboxes.
- Using the stamping machine to stamp outgoing mail, preparing and/or packaging items for mail out, and delivering the mail to the post office.
- Faxing documents as required, distributing incoming faxes to appropriate department or staff member, and monitoring proper use of fax machine by staff members.
- Assisting with the publication of the monthly newsletter, and other information documents and displays

Other related duties

- Ensuring the coffee and microwave area is kept clean and tidy.
- Word-processing documents
- Assisting with meeting preparation by gathering, preparing, compiling, and packaging materials
- Assisting with special events in the administrative building

D. Job Knowledge and Skills:**Education**

- Grade 9 or equivalency, and experience in reception, clerical or secretarial work
- Knowledge of the organizational structure of VGG
- Knowledge of general office procedures

Management Skills:

- Ability to be a team member and work with people from various disciplines and cultures
- Ability to problem solve
- Ability to assume responsibility, prioritize tasks and meet deadlines.
- Ability to multi-task efficiently and take directions from multiple sources
- Ability to work with minimal supervision

Specific Skills:

- Ability to create documents using MS Word
- Ability to work in MS Excel documents
- Ability to use computer functions Windows, email, and web browsers
- Ability to use multi-line telephone systems
- Ability to greet customers in Gwich'in and in English

Interpersonal Skills:

- Ability to meet and greet co-workers, visitors and business associates with a positive helpful attitude and maintain a professional manner
- Ability to communicate effectively and diplomatically, both verbally and in writing, with co-workers and customers
- Ability to use appropriate techniques when dealing with difficult customers
- Incumbent must be comfortable in a cross-cultural setting.
- Incumbent must be comfortable living in a small remote community with extreme temperatures and light.

E. Decision Making:

Decision-making is required for setting daily work priorities, directing inquiries, maintaining proper public computer use, delivering customer service and using the telephone system efficiently.

F. Impact/Accountability:

This position is accountable for decisions made in the course of work, in meeting deadlines, and following directions from supervisor and others who delegate work. Quality customer service by the main receptionist is important for the business credibility of the Vuntut Gwitchin Government.

G. Key Personal Contacts and Nature of Contacts:

Who	Purpose	Frequency
Supervisor	Informing and discussing tasks, and receiving direction.	Daily
IS Technician	Training, discussing work and receiving direction.	Daily
Co-workers	Informing, receiving requests for tasks	Daily
Public customers	Answering or directing inquiries, and information exchange; computer assistance.	Daily

H. Positions Supervised: 0I. Working Conditions:

This position is located in a normal office environment.

Spiritual:

Balancing traditional beliefs and practices with modern administrative methods.

Physical:

Approximately 55% of time using the computer
Remote living conditions with extreme temperature and light conditions

Mental:

Responding to high degree of constant ringing of telephone
Balancing demands of multiple customers
Striving for quality service while multi tasking

Emotional:

High degree of dealing with customers who are under personal stress, or have varying communication skills, or who are not comfortable with, or don't understand changes in the community.

J: Conditions of Employment

Willingness to follow policies and procedures

SIGNATURES Supervisor:

<p>I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p>	<p>Incumbent: I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p>
<p>_____ Supervisor</p>	<p>_____ Incumbent</p>
<p>_____ Date</p>	<p>_____ Date</p>