

**Coastal First Nations
Great Bear Initiative Society**

Position Description

Title	Receptionist/Administrative Assistant
Department	Operations
Reports To	Executive Assistant

Great Bear Initiative Society

The Great Bear Initiative Society (GBIS) is a not-for-profit organization established in 2003 that is owned and operated by a unique alliance of BC First Nations called the Coastal First Nations (CFN). The society's purpose, function and responsibilities are set out in the Constitution and By-Laws of the society in accordance with the Societies Act of BC.

The GBIS's core function is to protect coastal lands and waters and to support a new conservation-based economy in these territories for members' communities.

For more information visit: <https://coastalfirstnations.ca>

Purpose of the Position

The Receptionist/Administrative Assistant provides reception services and administrative support to visitors, the board, management, staff and contractors working, meeting or visiting the GBI's offices.

The Receptionist/Administrative Assistant is an operations-secretarial position and is a member of the operations team.

The role also provides secretarial and administrative support (e.g. calendar, scheduling meetings, travel arrangements, word-processing, etc.) to all staff.

The Receptionist/Administrative Assistant must have knowledge related to procedures and practices associated with reception, office support, meetings and records management. Work is performed under supervision and is reviewed to ensure conformance with established procedures and practices. Advice, direction and on-going coaching and mentoring are provided by the Executive Assistant.

Duties and Tasks of the Job Function

The Receptionist /Administrative Assistant position is responsible for five (5) key functions.

Reception services

- Receiving phone calls, answering questions as necessary, taking messages and forwarding calls to appropriate staff
- Monitoring and managing phone system by receiving feedback from staff, checking that all operations are functioning accurately, troubleshooting as needed and reporting issues that need resolving
- Manage visitors/guests by greeting, identifying who they are meeting, directing them to appropriate staff and offering refreshment if waiting
- Process general enquiries by responding to enquiries unrelated to normal business, identifying requirements (information, referral, direction etc.), and connecting with staff, if needed

Administrative support

- Maintain office condition and food and beverage supplies by monitoring the condition of office (i.e. meeting rooms and kitchen, empty dishwasher), cleaning as needed, monitoring food and beverage use, and replenishing supplies as needed
- Maintain office equipment and material by monitoring their use, ordering supplies as needed, troubleshooting as needed and reporting issues that need resolving
- Maintain vendor relationships in collaboration with the Executive Assistant to maintain vendor assignments, engaging in routine contact with vendors, preparing work orders for equipment maintenance and following up as needed
- Maintain a petty cash balance
- Manage correspondence by receiving and posting mail and typing documents as requested by the Management Team, Strategic Advisor to the Board and staff
- Manage document duplication by printing and distributing documents and photocopying and distributing documents
- Work with building maintenance to order and distribute new keys and security cards and book the boardroom
- Assume with the Executive Assistant, building emergency responsibilities (fire, earthquake) by acting/backfilling as both a fire warden and floor warden in collaboration with building management
- Assist Executive Assistant with IT operation by responding to requests for assistance and providing troubleshooting where possible
- Assist staff by helping with room setup if necessary and responding to ad-hoc requests for calls, correspondence, etc.

Operational support

- Provide secretarial services, as examples:
 - Managing diaries and making appointments
 - Preparing and distributing papers and documents for meetings
 - Photocopying and printing
 - Taking minutes
- Support hosted meetings:
 - Process requests for room bookings by reviewing requests, entering bookings into the schedule and confirming bookings with requestors

- Set up room(s) before use, restage after use, and clean up
- Manage electronic meetings by reviewing requests, booking and setting up the appropriate system and advising the requestor and participants with meeting name and codes as required
- Create meeting packages by reviewing requirements, preparing the package and advising and/or delivering to participants
- Process travel requests for staff and contractors:
 - Receive requests and identify requirements
 - Make routine checks with pre-approved hotels and ensure accounts are current
 - Make reservations and payments and file insurance claims when necessary
 - File travel credits by individual's name and receipts by project
- Assist with records management:
 - File board and committee meeting minutes and notify owners
 - Receive mail, scan documents and forward to Project Manager or appropriate staff
 - Maintain a list of Stewardship Director Program trainees, review their travel reimbursement claims and process payments
 - Support maintenance of filing and archiving system

Relationship with internal parties

- Establish and maintain positive relationships
- Exchange information, reports etc. as needed

Participation in staff meetings

- Maintain action item updates
- Provide follow-up to non-attendees by identifying non-attendees, preparing update notes and Emailing updates
- Review relevant project reports, identify progress and challenges and submit for discussion; preparing background information where necessary
- Participate in scheduled meetings:
 - Celebrate successes and troubleshoot challenges
 - Follow-up on action items; completing tasks and documenting results
 - Volunteer to chair a meeting if selected

Knowledge and Skills

- The Receptionist/Administrative Assistant must have skill in:
 - Secretarial tasks (minute and note-taking, keyboarding, grammar, proof-reading, duplicating and printing, telephone etiquette, etc.)
 - Basic record keeping
 - Interpersonal relations including:
 - Communication: verbal and non-verbal, active listening
 - Build relationships with first nations communities' administrative and executive assistants
 - Problem solving, analysis, troubleshooting
 - Collaboration
- The Receptionist/Administrative Assistant must be:
 - Detail oriented
 - Able to:
 - Operate software at an intermediate level
 - Maintain vendor relationships
- The Receptionist/Administrative Assistant must have knowledge of:
 - General First Nations culture/specific Coastal First Nations culture(s)
 - How a not-for-profit society operates

Education and Experience

Education

- Completion of Grade 12 (High School Diploma).
- Post-secondary office administration courses

Experience

- Proficiency in the Microsoft Office applications, especially Word, Excel and Outlook and Microsoft 365 Enterprise
- Three years customer service, secretarial and clerical work
- Previous experience working in cross-cultural environment

Special Requirements

This job position requires the person to have a class 5 driver's license, a good driving record and a satisfactory criminal record check

Revision

History	
Date	Comments
Version	
Prepared by	
Authorization	
Name	Confirmation
Signature	I confirm that: <ul style="list-style-type: none">• The accountability/deliverables were assigned to this position effective: June 2021• The information in this position description reflects the actual work performed.• A copy has/or will be provided to the incumbents(s)
Date	