



Aboriginal Futures

Training, Education and Employment Services
for Urban Aboriginal People

Position Title: Receptionist (Full-time Monday to Friday) 8:30 am to 4:30 pm

Application Deadline: November 9, 2018

General Description: The Receptionist is the initial contact for the public and therefore must present a professional, competent and friendly image. The receptionist provides the staff of Aboriginal Futures Career & Training Centre (AFC&TC) and clients with general administrative services such as but not limited to: answering and directing phone calls, greeting and assisting visitors, photocopying, faxing, mailing, filing documents and other duties as required.

Major Duties and Responsibilities:

- » Operating the AFC&TC switchboard, including receiving all incoming calls, promptly and politely assisting the callers. Taking complete and accurate messages or directing the calls to the appropriate staff member.
- » Must be familiar with MS Office: Word, Excel, Outlook and Internet researching.
- » Updating basic information on clients' resumes: (ie: phone numbers, address, email addresses, employment history, etc.)
- » Updating job board and community information board.
- » Maintaining and updating client email contact list.
- » Politely greeting and assisting visitors to AFC&TC. Notifying appropriate staff of their appointment or if a visitor has arrived and requires services.
- » Answering questions about our events, job fairs, presentations, programs and services.
- » Taking minutes of AFC&TC meetings and ensuring that the minutes are processed and completed in a prompt and error free manner.
- » Processing, sorting and delivering incoming mail to staff. This includes opening, date stamping, making copies of invoices and recording all incoming and outgoing mail that is not confidential.
- » Recording incoming/outgoing faxes and mail.
- » Photocopying, faxing, and filing documents as requested by AFC&TC staff.
- » Keeping an appointment schedule for the Career Counselors. Also distributing information on office events, presentations, job fairs, programs and any other items that require attention.
- » Monitor and prepares purchase orders for office supplies and maintaining inventory.
- » Assisting AFC&TC staff in preparing promotional material for in-house workshops, job fairs, events, training and programs.
- » Preparing client files for the career counselors and backup for data entry into two databases.

Requirements:

- » Knowledge of AFC&TC programs and services.
- » Must have customer service experience.
- » Must be organized and have the ability to prioritize duties.
- » Pleasant personality, the ability to work with Indigenous people and the public.
- » Grade 12 and previous Receptionist experience and/or Office Assistant experience would be an asset.

Please address Resume and Cover Letter to: Executive Director

- » **Send resumes by Email:** info@aboriginalfutures.com - or – **Fax:** (403) 253 - 5741
- » **Drop off or mail resumes to:** #200 - 6011 1A Street SW, Calgary, AB T2H 0G5
- » **Only the candidates receiving an interview will be contacted.**