



## EMPLOYMENT OPPORTUNITY

### Program Support Receptionist

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Department: Health Services

Posting Date: August 30, 2024

Location: Nipissing First Nation, ON

Schedule: Standard Work Week/35hrs

Job Type: 1-Year Contract – Full Time (with the possibility of becoming permanent)

Vacancies: 1

Reports To: Supervisor, Health Services

Starting Salary: \$39,457.60

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#### **What you'll do in the role**

- Receives clients, visitors and staff at the reception area and direct as appropriate
- Notify health department staff of client or visitor presenting at reception
- Responsible to answer and direct all incoming calls
- Records and relays messages and relay as required
- Responds to telephone and in-person inquiries by providing information or directing the person to the appropriate staff
- Ensures main voicemail reflects office closings, as well as posting office closed signs
- Record and send staff absence notices to employee supervisors in the health department and to NFN Human Resources
- Provide clerical support services such as typing correspondences, reports, minutes, photocopying, scanning, faxing and assisting with mail-outs
- Record registration information for programs or events, as required
- Sign for receipt of parcels and packages on behalf of the health department checking to ensure they are intended for the health department
- Prepare building notices such as door signs during office closures
- Ensure general form files are current and copies available for staff to access
- Check availability and/or book work vehicles or health center meeting rooms for both internal and external requests
- Receive and process calls from community members requesting local medical transportation services
- Refer calls or inquiries out of scope for the booking of local medical transportation services to the Non-Insured Health Benefits Coordinator
- Complete bookings for local medical transportation services for eligible clients by recording necessary information to the client booking document
- Advise medical transportation drivers of any changes to their printed schedules
- Give medical transportation schedules to the Medical Transportation Drivers

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- Complete and submit administrative reports (leave forms, activity logs/calendars, monthly reports) in a timely manner
- Make reasonable effort to maintain in good order the property of NFN Health Services
- Notify Health Director or designate of any occurrence involving person or property and follow reporting protocols
- Participate constructively as a team member in staff meetings, seminars and training sessions as required
- Participate in a performance appraisal and/or employee feedback process
- Complete any other job-related duties as may be assigned by the Health Administration Supervisor or Director of Health

#### **Just a few reasons to join Nipissing First Nation**

- Opportunity to work with a dynamic team with career growth across multiple departments.
- Nipissing First Nation prides itself in providing its employees with job security, competitive wages, and a safe working environment.
- On-the-job training to support your success in the role.
- Casual dress

#### **What you bring to the table**

- Respect for indigenous culture and willingness to learn Ojibwe.
- Must have a minimum of two years' experience in an office setting
- Must have a post-secondary diploma in office administration or related field
- A valid Ontario Class "G" Driver's License and access to a reliable personal insure vehicle
- A recent (within 3 months) Criminal/Police Records Check and Vulnerable Persons Check
- Knowledge of First Nation health issues and priorities
- Proficient in Office 365 applications including MS Word, Excel and Outlook at an intermediate level
- Ability to operate telephone, photocopy, fax and scanning equipment
- Ability to work effectively and liaise with other agencies within and outside the organization
- Ability work in a manner respectful of First Nations culture, values and beliefs
- Ability to protect the personal health information of clients and maintain a high degree of confidentiality
- Ability to act professionally and work with minimal supervision
- Ability to work as a multi-disciplinary team member

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- Ability to work flexible hours
- Excellent written and verbal communication skills
- Excellent interpersonal skills, problem-solving abilities and conflict resolution skills
- Excellent time management, organizational and administrative skills

### **APPLICATION DEADLINES:**

Nipissing First Nation adheres to the following process for our recruitment practices.

#### **Closing September 13, 2024 - 1st Round**

- Opportunities are open to all registered Nipissing First Nation members. Please advise your status in your application
- Applicants who are considered Round 2 or Round 3 will not be considered, regardless of when the application is received.
- If no suitable candidate is found, the process will proceed to Stage Two

#### **Closing September 20, 2024 - 2nd Round**

- Opportunities are open to spouses and children of registered Nipissing First Nation members and registered members of other First Nations. Please advise your status in your application
- Applicants who are considered Round 3 will not be considered, regardless of when the application is received.
- If no suitable candidate is found, the process will proceed to Stage Three

#### **Closing September 27, 2024 - 3rd Round**

- Opportunities are open to all applicants (status and non-status)
- The posting will be open until filled.

*If you are excited by this opportunity and want to be a part of Nipissing First Nation, please **apply online by emailing your cover letter and resume to [resumes@nfn.ca](mailto:resumes@nfn.ca) no later than 4:30pm** on the application deadline noted above.*

### **Are you a member of NFN? If so, please read below:**

- ✓ Nipissing First Nation supports the training and growth of their members and strongly encourages their members to apply to positions.
- ✓ Work experience and training opportunities are taken into consideration when screening applications.
- ✓ Nipissing First Nation members are encouraged to apply to all rounds of employment postings.
- ✓ As per Section 24(1)(a) of the Ontario Human Rights Code, Nipissing First Nation gives preference to First Nation applicants for any employment opportunities.

**Miigwech to all applicants for their interest; however, only those selected for an interview will be contacted.**