



Title: Receptionist

Human Resources:	Approved Date: Aug.31, 2024
Status:	Exempt-Salaried Employee
Job Series/Job Family:	Administrator Series / Administrator Family
Reports To:	Senior Administrative Officer (SAO)

About Yellowhead Tribal College

Yellowhead Tribal College is an inclusive and open learning institution in Treaty 6 territory. We provide accredited programs in a flexible, supportive academic environment that nurtures Indigenous Peoples' cultures and traditions. The college was established in 1986 by Yellowhead Tribal Council to meet the educational needs of its member nations (Alexander First Nation, Alexis Nakota Sioux Nation, O'Chiese First Nation, and Sunchild First Nation). We offer academic upgrading, certificates, diplomas, and post-secondary courses and degrees to all adult learners.

Job Purpose

As the primary point of contact at Yellowhead Tribal College, the Receptionist plays a vital role in supporting organizational operations while reporting directly to the Senior Administrative Officer. This position is responsible for managing front-line communications, providing comprehensive administrative support, and facilitating inquiries from students, staff, community members, and visitors. Acting as the central information hub, the Receptionist ensures efficient communication flow between all stakeholders while maintaining a safe and welcoming environment by fostering an atmosphere of kindness and respect.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.
Required Duties include, but are not limited to the following:

- Exemplary customer service, greeting visitors, welcoming, directing, and announcing them as appropriate with kindness, courtesy and respect
- Answering, screening, and forwarding incoming phone calls while providing basic information when needed with kindness, courtesy and respect
- Supports the student intake process through distribution of program applications and information to prospective students
- Elder support such as ordering elders lunches, paying for their parking, valet parking
- Sending, receiving, sorting and date stamping daily mail and other deliveries
- Maintain records of outgoing and incoming mail and communications
- Performing other clerical duties, such as filing, photocopying, collating, etc.
- Creating posters, basic graphic design, posting, updating and removing existing content on existing poster boards
- Maintaining the confidentiality of paper-based and electronic documents
- Maintaining security by following policy and procedures
- Submit a monthly report and attending the monthly staff meetings

- Scheduling meetings & booking rooms
- Ordering office or kitchen supplies – as needed
- Other duties as required from SAO such as support at special events, doing minor pick up and deliveries, setup for meetings, chaperoning guests or elders

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Understanding of the Receptionist position within a higher education setting
- Understanding of Yellowhead Tribal Council and Yellowhead Tribal College organizational structure
- Understanding of the necessary confidentiality required with respect to student and employee information

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Proficiency in the use of a modern telephone switchboard
- Excellent interpersonal skills
- Attention to detail and high level of accuracy
- Time and stress management skills
- Maintain a high level of professionalism in all interactions

Computer Skills

Required

- Proficiency using Microsoft Office and Google Suite, and basic internet navigation

Physical Requirements

Required

- Work is routinely performed in an office environment
- Occasional lifting of objects up to 20 pounds

Work Experience

Required

- 1 – 3 years of experience in an office setting
- 2 - 3 years of experience in administrative duties

Education

Required

- High School Diploma

Safety

Required

- Understanding of Occupational Health and Safety and its applicability in the office setting

ADDITIONAL INFORMATION

- This position is funded through a youth employment initiative grant program. Candidates must meet the grant eligibility requirements.
- As per Section 16(1) of the Canadian Human Rights Act, preference will be given to qualified Indigenous candidates from our member nations (Alexander First Nation, Alexis Nakota Sioux Nation, O'Chiese First Nation, and Suncild First Nation).

TO APPLY:

Qualified applicants may email a cover letter and resume to:

Diana Cowley diana.cowley@ytcad.ca and Joy Sandy joy.sandy@ytcadadmin.ca

DEADLINE TO SUBMIT: March 4, 2025

Revised Aug.31 2024

Yellowhead Tribal College is an inclusive and open learning institution in Treaty 6 territory. We provide accredited programs in a flexible, supportive academic environment that nurtures Indigenous cultures and traditions. <http://www.ytced.ab.ca>