



## EMPLOYMENT OPPORTUNITY

### RECEPTIONIST – GOLD RIVER HEALTH CENTRE (TERM/CASUAL POSITION)

<b>POSITION TITLE</b>	Receptionist
<b>DEPARTMENT</b>	Administration
<b>SALARY</b>	\$ 17.30 per hour
<b>TERM</b>	Term/Casual Position (term full-time April 1-May31, 2024)/casual hours dependant on need after May 31, 2024
<b>LOCATION</b>	Gold River Health Centre
<b>ESTIMATED START DATE</b>	April 2024

Wasoqopa'q First Nation (formerly Acadia First Nation) is governed as a custom band under the provisions of the Indian Act with established bylaws, policies and procedures. The First Nation's electoral system constitutes an election once every five (5) years with positions for one Chief and eight (8) councillors. Chief and Council elect, are the governing body responsible for making decisions for the overall health and well-being of communities, Elders, youth and families.

Wasoqopa'q First Nation is unique in its geographical composition, spread throughout the Southwestern regions of Nova Scotia spanning five counties from Yarmouth to Halifax, encompassing six (6) reserves - Yarmouth, Ponhook, Medway, Wildcat, Gold River, and Hammonds Plains, in both rural and urban settings. To support administration and business operations, Wasoqopa'q First Nation, with supporting staff, provides programs and services within two (2) Health Centres, a Youth Centre, two (2) Community Centres, six (6) administration offices, and six (6) business establishments, including economic development, education, employment, fishing, forestry, health, housing & maintenance, human resources, and social.

#### POSITION OVERVIEW AND OBJECTIVE

WFN is currently recruiting for a Receptionist – Term/Casual Position for the Gold River Health Centre, reporting to the Band Manager, responsible for supporting the overall functionality of the Gold River Health Center, with answering and fielding calls, addressing inquiries, professionals service schedule and bookings, and continually providing a welcoming environment for employees, WFN members and families and the general public.

#### ESSENTIAL FUNCTIONS AND DUTIES

- Answer and field all incoming calls and address general inquiries
- Receive, re-direct and relay telephone and fax messages for employees
- Greet and direct WFN members, visitors and general public
- Receive scheduled and walk-in clients at the reception desk, arranging appointments as needed
- Maintain a monthly and or weekly schedule of all Gold River Health Center employees and professionals offering services to WFN members
- Assist in the planning, preparation, and catering of all in-person meetings as needed
- Maintain accurate and current filing system of all correspondence
- Maintain the security of the building, including building keys and security codes
- Establish and maintain an inventory of office supplies and maintenance of equipment
- Direct complaints, inquiries and requests from WFN members to the appropriate person and or department
- Pick up and deliver mail, open and date stamp all general correspondence



- Keep the bulletin board up-to-date posting relevant material, such as job postings, notices, newsletters, etc. (remove any old or out of date information)
- Maintain and up-to-date directory of frequently called numbers and addresses (including ALL WFN members in the area)
- Maintain confidentially of all records and files, unless release of specific information is authorized by the WFN Council
- Distribute via mail/email/social media Facebook page, newsletters, notices to WFN members that are of relevance or as requested by the Community Health Nurse or WFN Council
- Ensure that lights, equipment, etc. are turned on/off upon arrival or before leaving the office each night, & lock the door
- Coordinate water testing for Gold River residents as per Health Canada guidelines
- Adhere to all Wasoqopa'q First Nation (WFN) Policies, Procedures and necessary procedures, as required
- Other duties, training and activities related to the position, as required

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#### **QUALIFICATIONS**

- Diploma in Office Administration or related field from a recognized institution
- At least 1-year in working with the public in a customer service and/or office environment
- Knowledge and experience working in a Mi'kmaq community is considered an asset
- An understanding of Mi'kmaq culture and traditions is considered an asset
- Child Abuse Registry Check up to date
- Occupational Health & Safety training is an asset
- First Aid and CPR training is an asset
- WHMIS Certification is an asset
- Must be bondable
- Criminal record check is required upon hiring

#### **REQUIRED ABILITIES, SKILLS AND COMPETENCIES**

- Strong multitasking skills, ability to meet deadlines
  - Demonstrated stress management abilities, ability to work in a fast-paced and stressful environment
  - Strong conflict resolution skills, ability to solve unique situations and problems while keeping a positive attitude
  - Ability to listen and observe behaviour with a lens of empathy
  - Demonstrated effective time management and problem-solving abilities
  - Strong decision-making skills
  - Strong ability to work in a team
  - Demonstrated computer skills, e.g., Word, Excel, etc.
  - Good interpersonal, organizational, written and verbal communication skills
  - Strong leadership skills, including the ability to work on a team in a supportive and inclusive manner
  - Demonstrated initiative to learn new tasks and improve processes
  - Strong analytical and critical thinking skills
  - Attention to detail and financial tracking
  - A commitment to fostering, cultivating, and preserving a culture of diversity, equity and inclusion
  - Demonstrated adherence to integrity and sincerity
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## WORKING CONDITIONS

- Hours of work are expected to occur during regular office hours for Wasoqopa'q First Nation, which are 8:00 am to 5:00 pm, Monday to Thursday, inclusive
- A valid driver's license is required, as is access to a vehicle
- A great deal of time is spent working indoors in well maintained, heated/ventilated environment with modern and up-to-date equipment
- The environment can get busy, noisy, and is prone to frequent interruptions by other individuals while doing tasks
- Sitting for an extended period is required
- Long period of work with office equipment and computer can occur
- There are instances of lifting heavy boxes of supplies and materials up to 20 lb

## APPLICATION REQUIREMENTS

Submit Cover Letter and Resume to [resumes@acadiaband.ca](mailto:resumes@acadiaband.ca) \*\*Please quote GRRECEPTIONIST# on your cover letter and indicate your salary expectations for this position.

WFN appreciates the interest of all applicants, only those selected for an interview will be contacted. WFN does not assume candidate expenses related to this recruitment process.

In accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission, if all qualifications are equal, preference will be given to persons of Aboriginal ancestry and if a Wasoqopa'q First Nation Band member.

## DEADLINE TO APPLY

**Deadline to Apply: March 24, 2024**

*Wasoqopa'q First Nation is committed to fostering a safe workplace that provides an equitable, diverse and inclusive environment, where employees are treated professionally and with dignity and respect. We value the contributions that each person brings, and are committed to ensuring equal opportunity and participation as part of the WFN team.*

***We are a community. We make a difference.***