



**WESTBANK
FIRST NATION**

Community. Leadership. Pride.

WESTBANK FIRST NATION Employment Opportunity

THE FOLLOWING POSITION IS AVAILABLE WITHIN WESTBANK FIRST NATION. IN ACCORDANCE WITH SECTION 20.1 OF THE WFN CONSTITUTION AND SECTION 3.1 OF THE WFN PERSONNEL POLICY, PREFERENCE WILL BE GIVEN TO QUALIFIED WFN MEMBERS WHO APPLY FOR THIS POSITION.

TITLE: Administrative Support – All Locations
MINIMUM SALARY: Commensurate with experience
DEPARTMENT: Westbank First Nation
TERM: On-Call

POSITION SUMMARY:

The Administrative Support - on call is responsible for the efficient delivery of daily administrative tasks for all WFN Departments.

DUTIES AND RESPONSIBILITIES:

- Greets and directs clients to the appropriate contacts or services in a professional manner
- Provides detailed information in person and by phone and maintains front desk sign in sheets
- Maintains a neat and welcoming workspace, including the lobby and kitchen area
- Operates a multi-line switchboard to answer, screen and forward telephone calls while providing pertinent information as required
- Provides assistance with attendance procedures
- Provides general clerical assistance to all WFN departments including but not limited to:
 - General reception duties
 - Distributes cheques as required
 - Maintains and ensures all meeting rooms are kept tidy
 - Coffee services; set up for various functions and clients
 - Photocopying, document preparation, and postage
- Performs all duties and responsibilities in accordance with Westbank First Nation policies, standards and procedures, and as directed by the Administration Supervisor
- Maintains strict confidentiality on all matters relating to the affairs of Westbank First Nation

QUALIFICATIONS

EDUCATION/TRAINING/CERTIFICATION

- Minimum Grade 12 or equivalent required
- Related courses and training (i.e. MS Office, phone/reception etiquette, etc.) preferred

EXPERIENCE

- 1 to 2 years customer service experience required
- Previous experience working with First Nations is considered an asset
- Previous experience working within a professional office environment, child care facility or health and wellness center is considered an asset
- One to two years of office experience with related reception experience preferred
- Previous experience working with office equipment (fax machines, photocopiers, scanners, laminators, postage meter, etc.)
- Experience working with a multi-line (minimum 5 lines) switchboard is preferred

OTHER QUALIFICATIONS, SKILLS AND REQUIREMENTS

- Demonstrates strong administrative and organizational skills, as well as the ability to set priorities and multi-task in a fast paced environment
- Demonstrates a high level of customer service orientation and focus
- Must be discreet and have a high level of confidentiality
- Moderate ability in Microsoft Word, Outlook, and Excel
- Excellent written and verbal communication and conflict resolution skills
- Articulate, personable, and comfortable dealing with a diverse group of people
- Knowledge of WFN programs and services
- Responsible, outgoing, friendly, with a positive demeanor
- Ability to work independently and as part of a team
- Criminal Record Check with Vulnerable Sector Search
- Maintains a flexible schedule in order to ensure availability for working a variety of days, sometimes with short notice, as requested

- Reliable transportation with a valid driver's license and clean abstract is required

This on-call/casual position is a great way to gain valuable skills, cross-train in different departments, and experience all WFN has to offer. This on-call/casual position may provide the opportunity to grow in the organization and may progress into full-time employment. Further information can be obtained at www.wfn.ca by navigating to the Human Resources page (*Departments>Human Resources*) or by visiting the *Employment Opportunities* tab located in the top right hand corner of the homepage.

Interested applicants should email an [application form, cover letter, and resume](#). **This position will remain open until filled. Please reference #17-53 and indicate clearly in your covering letter where you saw this posting and how your experience and qualifications meet the requirements of the position.**

Incomplete and/or late submissions will not be accepted

Recruitment/Training & Development Coordinator
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