



COLD LAKE FIRST NATIONS

Job Description

Job Title & Department: Administrative Assistant - Social Development

Location: Cold Lake First Nations – Integrated Services

Reports To: Social Development Director

Type of Position: Full Time – Entry Level

Job Purpose:

Maintain client appointments, assist in planning appointments. Receive and screen phone calls and redirect them where appropriate. Handle confidential documents ensuring they remain secure. Maintain electronic records ensuring information is organized and easily accessible.

Duties and Responsibilities:

- Answer the Social Development phone and connect the caller to the appropriate employee or take a message indicating: the name of the caller and/or the organization he/she represents, the date and time of the call and a detailed message
- Schedule appointments by phone and/or in person for clients seeking social assistance
- Keep an updated, confidential filing system for active clients
- Collect and photocopy necessary paperwork prior to appointments
- Maintain client files by reviewing documents for deficiencies, resolving discrepancies by using standard procedures and policies, and working closely with the Director for resolution
- Must be able to work quickly and independently to resolve issues
- Ensure an adequate amount for office supplies for employees within the department
- Ensure that the general photocopier, shredder, and public computers are working satisfactorily while reporting any malfunctions to the appropriate personnel
- Must have strong knowledge of computers, specifically complex Microsoft Office programs and Venn One Planner.
- Maintain client confidence and protecting operations by keeping information highly confidential
- Must be able to stay calm in escalating situations while dealing with difficult clients
- Meets attendance and punctuality expectations
- Have proficient knowledge of relevant legislation, policies, and procedures
- The office may be a busy environment. The administrative assistant must manage several projects at one time and may be interrupted frequently to meet the needs and requests of members.
- The administrative assistant may find the environment to be busy, noisy, and will need excellent organizational, time, and stress management skills to complete the required tasks
- Complete monthly invoices/statistics. A lengthy process involving all supporting documents
- And any additional tasks as requested by Supervisor

Knowledge, Skills and Abilities Required:

- Minimum High School Diploma required.
- Proficient in computer software Venn One.
- In depth knowledge of office management
- Excellent organizational and time management skills
- Integrity and confidentiality
- Effective written and verbal communication skills.

Working Conditions and/or Physical Requirements:

- Office environment. Hours include Monday through Friday from 08:30AM-04:30PM and Fridays from 08:30AM-02:00PM. Some overtime may be required.
- Sitting/standing for long periods of time.
- Repetitive movements (typing).
- Local travel may be required.

Salary, Applications, and Deadline:

Commensurate with qualifications. Please ensure that you meet the qualifications of the position with either the educational or employment requirements in combination and/or equivalents. Please submit your resume and cover letter to hr@clfn.com by **April 16th, 2021**. We thank all candidates who apply and advise that only those selected for further consideration will be contacted. This employment opportunity will remain open until a suitable candidate is found.