



The Region of BC's Best

JOB POSTING - EXTERNAL Receptionist

COMPETITION NO:	2019-022
TERMS:	Permanent Full-Time
HOURS OF WORK:	35 Hours per Week
START DATE:	To be determined
APPLICATION DEADLINE:	4:00 p.m., May 2, 2019

Encompassing an unparalleled geographic region in the heart of British Columbia, the Thompson-Nicola Regional District (TNRD) offers the best of both worlds. Urban life within vibrant communities and outlying rural regions that showcase the region's beauty - pristine but rugged mountains, rolling grasslands, lush evergreen forests and both historic and modern areas, all within approximately 45,000 square kilometres. Headquartered in the City of Kamloops, the TNRD provides a wide range of local government services to a population of 130,000 located within its 11 diverse municipalities and 10 electoral areas.

The Role:

Reporting to the Director of Legislative Services, the Receptionist performs clerical duties, operates the telephone system and provides information to internal staff and external contacts as required. You will provide a welcoming environment for visitors by greeting them, directing them to the appropriate contacts or services, and providing general information in person and by phone. The Receptionist position also supports internal employees by acting as the central point of contact for employees working alone.

Primary duties include:

- Greet people coming into the office
- Provide general information in person and by phone
- Operate telephone system to answer, screen, and forward calls
- Perform clerical duties and maintain public and internal lists, etc.
- Maintain calendar bookings for fleet vehicles
- Forward and track online public submissions/ customer service requests
- Process payment receipts
- Provide clerical support, such as mass mail outs, etc.
- Process and distribute incoming mail, packages etc
- Organize outgoing courier pick-ups
- Maintain contact with employees, track contact and provide daily list to after-hours service to ensure the safety of all TNRD employees working alone
- Other duties as required

Required Education and Experience

- An Office Administration, Public Administration or related certificate and at least one year of reception or customer service experience including operating a switchboard
- Proficiency in Microsoft Office programs including:
 - Intermediate knowledge of Outlook, including calendar management, emails, etc
 - Basic knowledge of Word, including creating documents, updating lists, etc
 - Basic knowledge of Excel, including data entry, etc.

- Experience with Tempest is an asset
- Knowledge of standard office procedures

Required Skills and Abilities

- Ability to provide courteous and helpful client service
- Ability to perform clerical duties with speed and accuracy
- Ability to assess, analyse and respond to questions in regards to public enquiries
- Ability to work effectively on own and within a team environment
- Ability to use office tools and equipment such as computers, scanning equipment, photocopiers and switchboard
- Excellent ability to communicate orally and in writing
- Ability to organize work schedules efficiently and effectively and meet deadlines
- Ability to prioritize and multitask

This position falls under the provisions of the Collective Agreement with the Canadian Union of Public Employees, Local 900. The placement of the Receptionist is at Pay Grade 1, which is \$1,632.45 to \$1,863.20 biweekly.

Please email your application to humanresources@tnrd.ca by
4:00 p.m. on **May 2, 2019** quoting **Competition # 2019-022**.

Applications **must include a cover letter and a resume** outlining your qualifications and experience.

While we appreciate the interest of all applicants, only those candidates under consideration will be contacted.

Thank you for considering the Thompson-Nicola Regional District as a place to share your talents!

THE REGION OF BC's BEST