



Job Description

Receptionist

Creston, BC

Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Deputy Corporate Officer

TITLE OF IMMEDIATE SUBORDINATES: Could vary by assignment

DEPARTMENT: Corporate Administration – Creston Office

SUMMARY OF POSITION:

The Receptionist is the first point of contact for external clients to RDCK Creston Office, and they foster great customer relations by providing a positive experience for callers and visitors. The Receptionist is responsible for coordinating activities of the Front Desk, greeting visitors as they arrive, answering the phone, and responding to inquiries. The Receptionist is expected to maintain a thorough knowledge of the RDCK and be comfortable and confident in connecting the public with the right RDCK resources.

This role requires the incumbent to work effectively in a schedule oriented, fast-paced, multi-task environment and display superior organizational skills. The Receptionist must develop effective working relationships with local community members, elected officials and colleagues and provide exemplary customer service.

ROLE AND RESPONSIBILITIES:

1. Responds to telephone, e-mail, and in-person inquiries from internal and external clients, business partners, and other parties, providing a high level of service to ensure that clients have a positive first point of contact experience
2. When appropriate or required, refers inquiries to the appropriate individuals, services, or departments within the organization, or to external organizations
3. Develops and maintains Reception resource materials with input from RDCK departments
4. Maintains updates to phone extension lists and signage
5. Maintains inventories for supply room and lunch room including ordering, retrieving and organizing
6. Receives and sends courier packages
7. Maintains shared Outlook contacts and general RDCK email inbox for Creston Office
8. Maintains supply room and coordinates office equipment repair
9. Maintains foyer
10. Provides administrative support to Corporate Administration and the Building Division
11. Provides light administrative support to the organization on an ad-hoc basis

12. Receives payments from customers and processes them daily, completes a daily cash-out
13. Performs administrative support functions such as coding invoices, processing mail, and updating the RDCK website
14. Schedule and prepare for meetings as required. Create agendas and related materials, book resources, attend meetings and prepare and disperse minutes for the RDCK Committees/Commissions within Electoral Area A and the Town of Creston area and other meetings as directed by the CAO or Corporate Officer. Ensure minutes/recommendations are submitted and distributed as appropriate
15. Ensure manual and electronic maintenance of departmental records in accordance with Records Management guidelines
16. Other related duties as required

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- High school diploma or GED, or an acceptable combination of education and experience;
- Three 3 years of related work experience, such as in reception or customer service; and
- Experience working with Microsoft Office products, including Excel, Word, and Outlook.
- Post-secondary education in an administration field would be considered an asset.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Superior interpersonal skills
- Strong written and verbal communication skills
- Strong customer service orientation
- Excellent listening skills
- Excellent analytical and problem solving skills
- Excellent knowledge of routine office practices and procedures
- Basic cash handling and reconciliation skills
- Demonstrated aptitude for finding solutions
- Demonstrated skill in the preparation and dispersal of agendas, minutes and other materials for meeting
- Proven ability to prioritize, while working under pressure and time constraints
- Proven ability to type with speed and accuracy
- Ability to work well with employees at different levels of the organization
- Ability to maintain and preserve confidentiality, and act with tact and diplomacy
- Ability to understand and carry out established accepted procedures
- Ability to effectively manage interruptions and constantly changing priorities

- Ability to work well under pressure
- Willingness to learn and adapt to change
- Commitment to the RDCK values: Health and Safety, Integrity, Accountability and Respect.

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

_____	_____	_____
Employee Name	Employee Signature	Date
_____	_____	_____
Employer Representative Name	Employer Representative Signature	Date