



CREE NATION CHILD & FAMILY CARING AGENCY

POSITION: Receptionist – Permanent Position

LOCATION: Winnipeg Sub Office

OFFICE: Winnipeg, Manitoba

*Cree Nation Child & Family Caring Agency (CNCFCA) is responsible for administering and providing for the delivery of Child and Family Services. CNCFCA is dedicated to providing comprehensive CFS Services that are community-based and incorporate both protection and prevention services.
Our agency will strive to maintain family unity.*

POSITION SUMMARY:

Under the supervision of the Service Manager, the Receptionist serves as the first point of contact for Agency clients, guests, visitors or others. The Receptionist serves to receive and direct people, correspondence and contact/calls to the appropriate Agency personnel or department. The Receptionist provides a professional and pleasant point of entry for the Agency and will maintain strict confidentiality in performing all duties.

RESPONSIBILITIES:

- Meets people in a pleasant and professional manner in the reception area, identifying their purpose, answering inquiries and directing them to the appropriate person. Receives screens and directs calls accordingly.
- Ensures phone and messaging system is up to date and working.
- Maintains and updates message slots and keeps track of staff whereabouts at all times.
- Maintains daily attendance records.
- Ensures the staff directory is up to date.
- Maintains general order and tidiness of reception area. Ensures the bulletin board at the front reception area is neat and up to date with current information.
- Handles all incoming and outgoing mail/parcels and records distributes staff memos and documents.
- Receives, records and date stamps all incoming mail, packages, faxes etc. and distributes them to staff mail boxes. Receives and distributes contacts to appropriate supervisors when local workers are away.
- Distributes cheques to service providers and foster parents.
- Prepares and distributes general correspondence.
- Ability to use a variety of computer applications such as Microsoft Word, Excel, Outlook, PowerPoint and database systems
- Ability to deal effectively with a variety of visitors and circumstances
- Knowledge of customer service
- Good organizational skills and working knowledge of office and administrative procedures and related equipment
- Excellent oral and effective communication skills

EDUCATION & TRAINING:

- High school diploma or equivalent
- Post Secondary certificate or diploma preferred
- Ability to use a variety of computer applications such as Microsoft Word, Excel, Outlook, PowerPoint and database systems
- Ability to deal effectively with a variety of visitors and circumstances

KNOWLEDGE & EXPERIENCE:

- Knowledge of customer service, Good organizational skills and working knowledge of office and administrative procedures and related equipment
- Excellent oral and effective communication skills
- Ability to meet deadlines even under stress and pressure
- Ability to work alone or with a team

QUALIFICATIONS

- Ability to converse fluently in Cree (preferred);
- Excellent assessment, intervention and writing skills;
- Knowledge of the Child and Family Services Act and provincial standards;
- Ability to use a variety of computer applications including CFSIS and FACTS.

CONDITIONS OF EMPLOYMENT

- Must pass a criminal records check, child abuse and prior check;
- Cannot be active on a protection case;
- Maintain absolute confidentiality;
- Varied amounts of travel required;
- Must have a valid Manitoba driver's license;
- Must be able to provide own vehicle for work;
- Required to provide on-call services on a rotating basis;
- Other duties related to the position may be assigned.

Deadline: February 28, 2024 @ 4:00 pm

Submit cover letter & resume along with three (3) references marked “personal & confidential” to:

Human Resource Manager
Cree Nation Child & Family Caring Agency
Box 10130
Opaskwayak, MB. R0B 2J0
Fax: 204-623-3847
Email: hr@creenation.ca

We thank all who apply and advise that only those selected for further consideration will be contacted.

“Please visit our website at <https://creenation.ca>”