

## JOB DESCRIPTION

<b>JOB TITLE</b>	Front Desk Administrator, Point Ellice House
<b>CLASSIFICATION LEVEL</b>	Administrative 1
<b>MINISTRY/DEPARTMENT</b>	Economic Development
<b>REPORTS TO</b>	Heritage Manager
<b>DATE CLASSIFIED</b>	

### POSITION SUMMARY

The Front Desk Administrator serves as the first point of contact for citizens, visitors, staff, and board members to Point Ellice House and provides a warm welcome and a positive first impression. The Front Desk Administrator manages incoming calls, emails, direct messages and sends them to the right person or department and offers excellent customer service. The Front Desk Administrator performs a range of administrative tasks including handling correspondence, supporting the point-of-sale process, tour bookings, aiding with restocking of retail space, helping in document preparation such as receipts, tour confirmations, and ensuring emergency notifications. The position includes responsibilities such as maintaining office security, greeting visitors, managing tour, volunteer and workshop schedules, tracking communications, managing mail, and oversees office supply inventory.

Additionally, the role involves coordinating maintenance for office equipment and aiding with supply replenishment orders, greeting maintenance and trades personnel, all while supporting an elevated level of professionalism and confidentiality.

### LOCATION

- Point Ellice House, Victoria B.C.

### DUTIES & RESPONSIBILITIES

- Greets and helps visitors, answers, and redirects telephone/email and social media enquiries, takes telephone messages when necessary, and handles routine enquiries about Point Ellice House's tours, programs, events, and services.
- Organizes and keeps a tidy and inviting front desk and retail area.
- Tracks and reports incoming tours, workshop requests and visitors.
- Helps staff with maintaining the volunteer schedule and volunteer files for onboarding, training, and other correspondence.
- Organizes and communicates with other staff to pick up incoming mail and packages at front desk.
- Prepares and organizes outgoing mail and completes courier slips and arranges for pick-up and delivery. May require lifting and sorting up to 35lbs. We say below in qualifications.
- Ensures that all office opening and closing procedures are conducted on a daily basis, per standard operating procedures.
- Monitors and orders MNBC- Point Ellice House office supplies, as needed.
- Assists the Trading Post Coordinator in restocking and processing sales of retail merchandise.

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- Assists the Trading Post Coordinator in forecasting weekly tours and workshop bookings to help with volunteer scheduling.
- Assists the Heritage Manager with the preparation of technical documents such as emergency plans, operational plans, and schedules.
- Ensures office security by overseeing visitor requests and managing the public entrance to permit access to authorized personnel or paid visitors.
- Maintains Point Ellice House workshop, tour, and volunteer booking calendars.
- Performs a variety of administrative duties, including filing, photocopying, assembling binders/manuals, scanning, sorting, filing, and supporting records in a confidential manner.
- Relays any concerns or complaints from clients to the Heritage Manager.
- Advises and aids the Heritage Manager about the replenishment of office supplies and other site supplies.
- Notifies/alerts staff of emergency situations.
- Participates in committees and project teams as needed.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of Point Ellice House.
- Occasional attendance at meetings/events that may require work and travel outside of normal business hours.

### Supervision Given

- None

### QUALIFICATIONS

- Certificate in Office Administration or related field from a recognized post-secondary institution.
- Minimum of one (1) year of experience working in a public or office environment in a reception or administrative support capacity.
- A combination of relevant experience, education, and training may be considered.
- professional customer service skills, including in person, electronically and via phone.
- Ability to lift up to 35lbs.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Experience handling confidential information.
- Experience typing, proofreading, and formatting a variety of documents.
- Knowledge of general office systems and procedures, including electronic filing systems, office equipment, multi-line switchboard, photocopiers, etc.
- Intermediate experience with Microsoft Office 365, Teams, etc. is an asset.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be needed.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.

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### MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtisihcikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.