



### General Information

<b>Position Title:</b>	Clerk/Receptionist
<b>Reports To:</b>	School Principal
<b>Secondary Reports To:</b>	Associate Director of Education
<b>Date:</b>	April 2018

### About Kahnawà:ke Education Center

The mission of the Kahnawà:ke Education Center is to provide the children who live in Kahnawà:ke with a solid and well-rounded education laying the foundation for their future careers. The mission of KEC is carried out by the Kahnawà:ke Combined Schools Committee (KCSC) as well as the administrative arm of KEC. The KEC is responsible for the operation and support of three schools in the Kahnawà:ke community and post-secondary administration.

### Position Summary

The main purpose of the Clerk/Receptionist role is to facilitate the daily office functions of the Kahnawà:ke Education Center and assist the school staff, parents, children, and visitors while ensuring that reception and clerical support services are provided in compliance with the school's philosophy, goals and objectives.

### Key Responsibilities

#### Responsibility 1: Receptionist Duties (60%)

- To act as the first point of contact for the school: welcoming all staff, students, parents, visitors and responding to telephone and email enquiries and ensuring that appropriate actions are taken in a timely manner.
- To ensure the safety and security of the school at all times, monitoring the main entrance and unlocking the door, electronically for staff, students, deliveries and visitors.
- To receive, record and direct students arriving late and students referred to the office.
- To receive and direct students to the Associate Principal for behavioral issues and social support as required.
- To maintain and update school information, records and databases.
- To assist and complete accident/incident report for students referred to the front desk for medical reasons and contact parents/emergency contact, and ambulance if required when an injury has occurred to a student or staff member.
- To assist on the CRT team for emergency planning and preparedness.
- To receive, sort and distribute all packages, deliveries and mail.
- To assist with the ordering of stationery, materials and resources and ensuring that stock levels are maintained.

#### Responsibility 2: General Clerk Duties (40%)

- To schedule appointments, meetings, case conferences and consultations for the Associate Principal.
- To prepare agenda and arrange meeting facilities, amenities, and snacks for staff and student service meetings, as well as record, type and distribute meeting minutes.
- To maintain Attendance Policy and Discipline Binder of staff and students and notify Associate Principal of inconsistencies.
- To prepare mailing labels and correspondence for the Principal and Associate Principal.
- To draft statistical, narrative and other reports.
- To transfer student files to receiving schools.
- To replace Administrative Assistant when necessary.

### Skill & Competency Requirements



**Core Competencies:**

The necessary core competencies for this position include:

- Strong interpersonal skills
- Strong organizational skills and the ability to multi-task
- Excellent time management skills
- Teamwork
- Professionalism and high ethics standards

**Technical Competencies:**

Required technical competencies for this position include:

- Excellent oral and written communication skills
- Excellent customer services skills, with the ability to use discretion, patience, tact and respect for confidentiality
- Good knowledge of all Microsoft Office programs systems
- Operational knowledge of general office equipment and practices

**Education, Knowledge & Experience**

- D.E.C. in Office Systems Management OR equivalent discipline with a minimum 3 years related experience OR Vocational Diploma in Office Systems Management with a minimum 2 years experience OR 5 years related administrative experience.
- Knowledge and comprehension of the Kahnawà:ke Education System programs and services, administrative and operational policies and procedures.
- Knowledge of the Kanien'kehá:ka culture, and socio-economic issues.
- Complete proficiency in English language.
- Proficiency in Kanien'kéha language and French language is an asset.