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Nunavut Employees Union
Nunavutmi Havaktiit Ikayurtingit
Syndicat des employé-e-s du Nunavut

Nunavut Employees Union (NEU) – Iqaluit, Nunavut

Job Description: Receptionist & Administrative Assistant

Supervisor Position Title: Executive Director

Position Designated Bilingual: Inuktitut and English

Purpose of Position

Under the direction of the Executive Director, this position provides receptionist and a broad range of administrative services that support the operational and political responsibilities of the Nunavut Employees Union (NEU).

Statement of Responsibilities

Reception services:

- Greeting and directing visitors, and responding to phone calls, emails, and general inquiries while ensuring accuracy and confidentiality.
- Providing general information to NEU members and the public.
- Preparing, formatting, photocopying, and distributing letters, charts, and reports, including arranging translation when required.
- Processing incoming and outgoing mail and ensuring accurate internal distribution.
- Organizing and maintaining office supplies and equipment.

Travel and meeting coordination:

- Coordinating all travel logistics for Executive, staff and membership, including developing itineraries, scheduling travel, arranging transportation, and securing lodging and meeting venues.

Records and information management:

- Maintaining office filing systems and ensuring that all materials are filed correctly and on a timely basis.

Administrative services in support of member representation and collective bargaining:

- Providing administrative support to Labour Relations Advisors with grievance and complaint files and updating databases.
- Reviewing grievance and staffing complaint files, researching and gathering missing

- information, and forwarding completed files to the assigned Labour Relations Advisor.
- Other duties as assigned by Labour Relations Advisors.

Other responsibilities:

- Performing other duties as assigned by the Executive Director.

Knowledge

- The position requires general administrative and secretarial knowledge and ability associated with completion of business and/or secretarial training, or equivalent normally provided through several years of experience in providing secretarial services relevant to the duties of the position.
- The position requires the ability to efficiently type, transcribe and perform other processing functions using Microsoft Word.
- The position requires proficiency in the use of a personal computer, including the ability to use Windows, e-mail and the internet.
- The position requires knowledge of records management to maintain and update ongoing files and document management systems.
- The position requires familiarity with spreadsheets (ideally Excel) and database software.
- The position requires proficiency in spelling, vocabulary and English grammar.
- The position requires written and oral English and oral Inuktitut communication skills.
- The position requires general knowledge of the organization, functions and policies of the PSAC.

Interpersonal Skills

- Ability to work independently and cooperatively with others in a team environment.
- Tact, good judgment, discretion and relationship building are all required to fulfil the responsibilities of this position.
- The work requires appropriate telephone communication skills to obtain information from callers, who at times may be upset, to assist or direct the caller. The incumbent must be able to respond to requests in a quick manner and communicate or obtain clear information.
- As a front-line contact, the position communicates with a variety of internal and external contacts, including Component and PSAC staff, Executive Officers, union members and suppliers.

Concentration

- Significant amount of time is spent using a computer to input data and prepare correspondence. Accuracy, precision and attention to detail are important requirements of this position.
- There is a need to perform multiple tasks concurrently with time sensitive deadlines and deal effectively with interruptions and changing priorities.
- The position is routinely interrupted by phone calls and e-mails from members, co-workers or service providers. Concentration is required to actively listen to provide accurate information and advice.

Physical Demands

- The position must use a computer and requires good posture, dexterity and involves long periods of sitting and standing when operating equipment.
- The position involves repetitive tasks (stuffing envelopes, typing, etc.)
- Occasionally, there is a requirement for physical effort up to 15 to 20 lbs. to pack/lift boxes of administrative materials.

Complexity

- The position requires the incumbent to undertake a broad range of administrative duties that often differ, at times under tight deadlines. Must demonstrate the ability to determine priorities and problem solving with minimum supervision.
- The position must maintain a records management system that ensures the efficient storage and retrieval of information, both manually and electronically.
- The position is often required to answer enquiries and/or gather requested information in order to respond accurately and effectively to requests.

Impact

- The position has a direct impact on members through ensuring that grievance and complaint files are opened in a timely manner, that deadlines are met, and that meeting logistics are coordinated in an accurate and timely manner.
- Generally, errors are administrative in nature and may be resolved easily, although a failure to meet deadlines or inaccurate meeting arrangements may have a significant impact on the members and/or Executive and may cause a possible financial impact.

Responsibility for Information

- The position is responsible for receiving, transferring and filing information and documents which are often politically sensitive and confidential.
- At all times, this position is required to protect and safeguard all forms of personal, sensitive, organizational and highly confidential information.
- The position is also responsible for the accuracy of information (statistics).

Development and Leadership of Others

- The position provides advice and guidance to internal staff, elected officers, and members concerning administrative procedures.
- The position is occasionally required to train new and casual employees on equipment use.

Environmental Working Conditions

- The position is required to function in a limited office space, open to noise and distractions.
- The position also requires spending extended periods of time sitting at a desk/computer.
- The position may be exposed to unwarranted criticism from members.

Qualifications

- Successful completion of post-secondary education in administration or an equivalent combination of training and experience relative to the responsibilities of the position.
- Ability to effectively transcribe, type and perform word processing functions.
- Strong computer skills including the Microsoft Office Suite (Word, Excel, Outlook).
- Exceptional interpersonal and service-oriented communication skills in English (oral and written proficiency) and Inuktitut (oral proficiency) are required.
- Proficiency in spelling and grammar.
- Ability to work independently and determine priorities under strict deadlines.
- Ability to work cooperatively with others in a team environment.
- High degree of confidentiality and good judgment.
- General knowledge of the Nunavut Employees Union and the Public Service Alliance of Canada.
- General knowledge of union and social justice principals.