

**IDENTIFICATION**

Department	Position Title	
Workers' Safety and Compensation Commission	Receptionist	
Position Number(s)	Community	Division/Region(s)
97-7185	Yellowknife	Executive Services

**PURPOSE OF THE POSITION**

The Receptionist is responsible to provide service-focused, effective, and efficient in-person, telephone, and online reception services to external and internal Workers' Safety and Compensation Commission (WSCC) stakeholders. The Receptionist is also responsible to provide administrative support to the Communications Unit and Executive Services.

**SCOPE**

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarter operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe workplaces through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

This position is located in Yellowknife, Northwest Territories, reports to the Manager, Communications, and interacts with and provides exceptional reception and customer service to WSCC stakeholders. As the first point of contact for the Commission, the incumbent is integral to project a positive image for the WSCC. The Receptionist promotes the vision, mission, and values of the WSCC by delivering efficient and professional customer service.

This position also provides administrative support to the Communications Unit and Executive Services, as directed by the Manager, Communications.

## **RESPONSIBILITIES**

### **1. Performs Receptionist duties at the front desk of the WSCC.**

- Receives incoming telephone calls on the switchboard system and directs to appropriate WSCC employees.
- Receives visitors to the WSCC; provides general information, and directs inquiries to appropriate WSCC employees.
- Maintains the Reception manual, stored on WSCC's intranet.
- Maintains a log and distribution of visitor and contractor cards.
- Arranges for parcel pickup by local couriers.
- Maintains a log for incoming and outgoing mail and parcels.
- Maintains Reception area brochures, pamphlets, and other appropriate print media, and stakeholder hospitality supply inventory.
- Updates the internal WSCC phone and fax lists, and website contact list.
- Tracks WSCC vehicle usage, including distribution of vehicle keys and forwards information regarding vehicle repairs to Facilities unit.
- Processes employer account payments.
- Follows safe work practices and ensures the integrity of the WSCC's Internal Responsibility System.

### **2. Provides support to the Communications Unit and Executive Services division.**

- Provides administrative support for the Manager, Communications, and Vice-President, Executive Services, as directed by the Manager, Communications.
- Assists in preparing presentations, through research, writing, etc., using presentation, word processing, and spreadsheet software, and the Internet and Intranet.
- Records and prepares WSCC-wide Tailgate Highlights, and posts on the Intranet.
- Coordinates and orders business cards for all WSCC employees. Coordinates corresponding text translations.
- Tracks attendance management for the Executive Services division.
- Researches and orders supplies as required.
- Fulfills stakeholder requests for posters, brochures, and other WSCC informative and safety resources.
- Performs other duties as directed by the Manager, Communications.

## **WORKING CONDITIONS**

(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

### **Physical Demands**

No unusual conditions.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

Required to spend extended periods of time in front of a computer using a keyboard and mouse.

**Mental Demands**

Occasionally encounters stakeholders exhibiting frustration or upset, and whose behaviour may not always be respectful.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent administrative skills;
- Strong organizational, interpersonal, and verbal and written communication skills;
- Ability to maintain a strict level of confidentiality;
- Proficiency with computer applications including word processing, spreadsheets, email, presentation software, and the internet;
- Ability to work with minimal supervision;
- Ability to prioritize tasks, maintain professionalism, handle stressful situations, meet short deadlines, and manage a fluctuating workload; and
- Strong record-keeping skills.

**Typically, the above qualifications would be attained by:**

Completion of grade 12 combined with three years of related administrative experience.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
  - ORAL EXPRESSION AND COMPREHENSION
    - Basic (B)  Intermediate (I)  Advanced (A)
  - READING COMPREHENSION:
    - Basic (B)  Intermediate (I)  Advanced (A)
  - WRITING SKILLS:
    - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Aboriginal language:** Aboriginal Language - not specified

- Required
- Preferred

**CERTIFICATION**

**Title:** Receptionist

**Position Number(s):** 97-7185

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p> <p>_____ President &amp; CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<p>_____ Date</p> <p>_____ Date</p>

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**

Reviewed by HR: \_\_\_\_\_