

Employment Opportunity

Front Desk Clerk- Days/Evenings - On Call

Internal/External Posting

Under the supervision of the Assisted Living Manager, the Front Desk Clerk is responsible for the supervision and security of the front desk office of the Assisted Living Project located on the Traditional Territory of the Cowichan Tribes of Duncan, BC, referred to as, "Ts'i'ts'uwatul' Lelum". The Front Desk Clerk will represent M'akola Housing Society and embrace the vision to improve living conditions for Elders, seniors, people living with a disability and Aboriginal people while encouraging and reinforcing traditional practices and cultural beliefs. The incumbent will ensure the Front Desk Clerk position is represented in a professional, responsible, and respectful way at all times.

SUMMARY OF DUTIES:

- Supervision of the front desk office and reporting any unusual occurrences to the Assisted Living Manager;
- Answering the telephone and taking messages for all departments;
- Assisting in the dining room at meals;
- Responding to resident emergencies;
- Documenting all unusual incidents in a report;
- Setting up and arranging evening activities as required;
- Responding to doorbell and resident medical alarms;
- Answering the telephone, transferring calls and taking messages for all departments ;
- Responding to resident and guest inquiries;
- All janitorial duties as outlined in nightly duties schedule;
- Wash, fold and store all kitchen and housekeeping laundry, mop heads etc;
- Administer First Aid to Residents and staff when deemed appropriate while making critical decisions on the urgency of transportation to hospital;
- Assist with the evacuation of the building in the case of an emergency;
- Maintain resident and staff confidentiality;
- Responding to staff calling in sick and scheduling replacement personnel;
- Regular security checks throughout building;
- Responding to fire and smoke alarms utilizing the procedures outlined in the Fire Safety Manual;
- Providing services that is sensitive to individuals ethnic, spiritual and life experiences;
- Ensure accurate and timely completion of all documentation assigned or required;
- Follow dress code policy and guidelines; and
- Any other reasonable duties as required.

SKILLS, ABILITIES AND TECHNICAL KNOWLEDGE:

- Ability to read and write English fluently;
- Knowledge and working experience of Microsoft Word, Outlook and Excel;
- Ability to deal effectively, tactfully and patiently with Elders, seniors, people living with disabilities, and the general public;
- Demonstrate sound judgment as well as the ability to respond effectively and calmly in crisis

situations;

- Strong written and oral communication skills;
- Capable of being socially sensitive to Aboriginal issues and concerns;
- Ability to understand and comply with the M'akola ILBC Housing Society's Policies and Procedures, vision, mission and values;
- Proven ability to be reliable and punctual;
- Ability to work with a positive team-building approach;
- A positive and upbeat personality;
- Strong organizational skills and the ability to multi task;
- Knowledge of the affects of aging;
- Excellent public relation skills;
- Ability to take direction, follow procedures and work independently; and
- Ability to function effectively within the Constitution and Bylaws of the Ts'i'ts'uwatul' Lelum.

EDUCATION AND EXPERIENCE:

The successful candidate will possess a combination of education and experience that satisfy all or most of the following:

- Grade 12 Education;
- Minimum 2-3 years' clerical experience preferably in a senior's assisted living/supportive housing environment;
- Experience working with Elders, seniors and persons with disabilities in congregate/assisted living setting; and
- Experience working in and with the Aboriginal community.

OTHER:

- Criminal Record Check clearance;
- Current First Aid Level I, Food Safe Level I, and WHMIS Certification;
- Scheduled hours – 8:00AM-4:00PM, 4:00 PM to 12:00 AM; 12:00 AM to 8:00 AM /On call
- Must be flexible in hours and available to work weekends; and
- Preference will be given to applicants of Aboriginal ancestry (**please self-identify**) as per Section 41 of the BC Human Rights Code.

Please submit your resume and cover letter to the attention of:

Audrey George, Assisted Living Manager
(by mail/email/fax or in person)

5755 Allenby Rd., Duncan BC V9L 0E6 fax: (250) 597-2251

email: ageorge@makola.bc.ca

Closing Date: June 22, 2017 @ 4:30 PM

Only those selected will be contacted.

For statistical purposes please indicate in your cover letter where you saw this job posting i.e. job site, email etc