



NTI JOB DESCRIPTION

GENERAL INFORMATION	
Job Title	Office Receptionist
Division	<i>Executive Services</i>
Title of Supervisor	Executive Assistant to the CAO
Location of position	Iqaluit
Hay Point Rating	
Effective Date	November 22, 2021

NTI MISSION STATEMENT
<i>INUIT ECONOMIC, SOCIAL AND CULTURAL WELL-BEING THROUGH THE IMPLEMENTATION OF THE NUNAVUT AGREEMENT</i>

POSITION PURPOSE
To serve visitors by greeting, welcoming, and directing them appropriately in person or on the telephone; answer or refer inquiries; notify company personnel of visitor arrival; provide administrative support to NTI Executive Services, and to provide support services to the Office Manager for the effective and efficient operations of NTI Iqaluit headquarters.

A. ACCOUNTABILITY – Freedom to Act and Impact & Magnitude
<p>Provide receptionist, secretarial and administrative assistance for the Iqaluit Office. Provide exceptional communication services both in Inuktitut and English to NTI staff and the public. Ensure smooth operation of office equipment, arranging for maintenance and repair work when necessary. Maintain the supply of office materials and stationery by ordering, arrange for servicing of office equipment in case of repairs needed. Maintain the Iqaluit front desk reception area in good order so that it is presentable for the public Provide efficient administrative support to the Iqaluit office by picking up, sorting, recording, and distributing incoming mail daily and faxes as well as outgoing mail and packages as needed. Arrange for pick-up & delivery of shredding and other office material. Provide information, publications on NTI and Nunavut to other organizations and the public at large. Ensure boardrooms are clean and effectively managed. Ensure the NTI Iqaluit office storage rooms and areas are clean and maintained in good order. Upkeep of the ‘Who’s Travelling’ list for the Iqaluit office and send out to other NTI office locations as and when required. When necessary, arrange travel and accommodation for Executive Services and other departments. Assist in organizing staff meetings and special events for the Iqaluit office. Perform secretarial support for other departments as required.</p>

Perform special assignments related to the operations of the office as requested from time to time.
 Provide support for NTI Executive, Board of Directors and Annual General meetings as well as other NTI staff while they are visiting the Iqaluit office.
 Provide routine information in response to public inquiries.
 Assist Nunavut Inuit, when required, on the completion of documentation for NTI programs or services.
 Direct inquiries about NTI Inuit programs and services to the appropriate individuals.

NTI COMPETENCIES– Magnitude and depth of expected behaviors

Action Management:

- Administers functions in a fair and ethical manner that brings maximum employment and benefit to the organization
- Provides clear direction to colleagues on objectives and timetables for work
- Explains to employees/colleagues how work expectations are aligned with employment goals
- Adopts effective work methods in order to develop excellence
- Is accountable for their decisions and performance

Adaptability and Flexibility:

- Respects differences in others' working style and priorities.
- Depicts a positive outlook when asked to do things differently.
- Accepts new people and their ideas.
- Coaches colleagues in how to juggle multiple tasks and priorities.
- Shifts unit's attention and priorities in response to the needs of the business.
- Is flexible: adapts to changes in priorities, assigned responsibilities and management styles.

Cooperation and Collaboration:

- Interacts and collaborates with all parties with an open mind in solution-seeking ways.
- Thinks and acts collaboratively to resolve conflict in consensus-building ways.
- Correctly interprets clues of wavering engagement in own team and acts to re-energize them.
- Fosters understanding and open communication between team members.
- Respects cross-cultural perspectives and differences.
- Develops a shared understanding amongst others to arrive at decisions through consensus.

Effective Interactive Communication:

- Is curious about others: actively asks questions to gain a broader understanding of their perspective.
- Seeks to ensure that messages are clearly understood by all parties.
- Communicate well with staff and members, exhibiting excellent listening skills.
- Display confidence when dealing with people, with well-developed written and verbal communication skills.
- Is genuinely receptive to others' ideas and responds in ways that communicate respect of others.
- Uses tact and diplomacy in all communications.

Impact and Influence:

- Persuades others by carefully developing sound business cases.
- Fosters a climate of trust and respect during negotiations.
- Treats partners fairly, ethically and as valued allies during negotiations.
- Maintains composure and practices emotional restraint under difficult circumstances.
- Maintains a positive outlook and constructive attitude when faced with opposition.

Judgement/Analytical thinking:

- Looks at problems from different angles and considers alternative solutions before moving forward with a plan to resolve it.
- Draws on options and solutions from across NTI, not just from one's own area, to solve work problems.
- Anticipates the risks inherent in a suggested plan of action and devises appropriate mitigating strategies.
- Is an agile interpreter of guidelines: navigates ways around a wide range of guidelines.
- Ability to investigate issues and requirements, identify, and prioritize appropriate solutions.

Partnering and Relationship Building:

- Builds positive relationships based on respect and caring for others.
- Makes a conscious effort to maintain rapport with partners and communities.
- Builds effective work relationships through positive communication and outreach.
- Actively cultivates strong relationships with employees, clients, and partners.
- Looks for ways to add genuine value to partners and contacts.

Inuit Qaujimajangit/Qaujimajatuqangit:

- Creates a welcoming and positive environment for others.
- Fosters good spirit by being open, welcoming, and inclusive of new individuals.
- Places the needs of the group or community above his or her own interest.
- Promotes global connections between people through sharing in just and equitable ways.
- Views local and global issues as being overlapping, interdependent and dynamic, and uses this information when making decisions.
- Uses information and knowledge to improve society and the well-being of people around him or her.
- Is resourceful and seeks solutions through creativity, adaptability, and flexibility.
- Is flexible in responding to a rapidly changing world to improve the context in which Inuit live.
- Participates actively and enthusiastically in activities that help build the strength of the Inuit of Nunavut

B. KNOWLEDGE, SKILLS AND ABILITIES - Managerial Know-How/Integration; practical/technical work and Human Relations/Communication Skills

- Fluency in Inuktitut or Inuinnaqtun, or willingness to learn, is a requirement
- Courteous and respectful;
- Punctual and reliable;
- Self-starter with strong motivation;
- Plans tasks in advance to prioritize, organize and schedule tasks (multitasking);
- Good supply management skills;
- Ability to work in a politically sensitive environment;
- Ability to multi-task;
- Good understanding of NTI's mission;
- Demonstrated sensitivity to Inuit issues;
- Effective oral and written communication skills;
- Good interpersonal skills, ability to work with others as a team member;
- Good computer skills;
- Maintains an acceptable level of capability, skill and thoroughness in effectively accomplishing assigned duties and responsibilities;
 - Monitors own work to ensure quality and applies feedback to improve performance;
 - Adherence to work responsibilities and schedules time off in advance;
 - Fluency in the Inuktitut/Inuinnaqtun language is a requirement;
 - Equivalencies will be considered.

C. PROBLEM SOLVING, DECISION MAKING, KEY ISSUES AND THINKING CHALLENGES/ENVIRONMENT

Incumbent requires knowledge of the NTI mission, vision and values; corporate and organizational culture; NTI and RIA Bylaws, Policies and Procedures related to land and resource management; Federal and Nunavut Territorial land and resource related Acts, Legislation, Regulation, Policies, Procedures and Guidelines.

D. WORKING CONDITIONS

Physical Effort: *The combination of intensity, duration, and frequency of physical activity such as standing, sitting, bending, lifting, and/or working in awkward or constrained physical positions.*

- Occasional lifting of papers and boxes;
- Frequent duty travel;
- Travel to communities in inclement weather;
- Frequent short notice deadlines;
- Politically sensitive issues may add to stress.

Physical Environment: *The combination of intensity, duration and frequency of exposure to factors in the environment such as exposure to disagreeable conditions such as dust, noise, extreme heat or cold, and/or exposure to health or accidental hazards.*

Work in office environments. Frequently required to travel in northern and southern Canada.

Sensory Attention: *The combination of intensity, duration, and frequency of concentration required such as sustained attention required for tasks such as analyzing complex documents, effecting repairs where precision is important, and/or intense listening.*

- Reading detailed documents, studying and researching;
- Focused listening;
- Long-term computer use may cause eyestrain, back and wrist pain.

Mental Stress: *The combination of intensity, duration, and frequency of exposure to physical and environmental factors such as tight deadlines, competing pressures, unpleasant public or client contacts, and/or disruption of personal life due to work, or travel.*

- Long-term computer use;
- Preparing reports against deadlines will cause stress;
- Deadlines will cause overtime;
- Disruptions in life style caused by work schedules or travel requirements;
- Reporting and responding to urgent requirements may cause stress.

CERTIFICATION

Employee Signature

Supervisor Title

Employee Name (Print)

Director of Human Resources

Date

Date

I certify that I have read and understand the responsibilities assigned to this position, and I certify that this is an accurate description of the responsibilities assigned to this position.