



Position: Receptionist

Department: Administration

Department Term: Permanent Full Time, 40 hours per week

Start date: Early September 2026

Wage: Grade 2 (\$18.25–\$26.25 per hour)

Reports to: Office Manager

Role: The Receptionist is the first point of contact for community members, employees, leadership, visitors, contractors, and guests entering the Nlq̓itəmíx̓ Quilchena Community Centre and Administration Office. This position serves as the welcoming face of Upper Nicola Band's administrative operations by providing friendly, professional, and respectful customer service while ensuring the efficient day-to-day operation of the front reception area.

Key Responsibilities:

- Welcome and assist community members, employees, leadership, visitors, contractors, and guests in a professional manner.
- Answer, screen, and direct incoming telephone calls using Elevate phone system and respond to general email inquiries.
- Receive, sort, and distribute incoming mail, courier packages, and deliveries.
- Maintain a clean, organized, and welcoming reception area.
- Schedule and coordinate Community Centre rooms and manage facility bookings.
- Provide administrative support to departmental staff as required.
- Perform general office duties including filing, scanning, photocopying, data entry, and preparing correspondence.
- Maintain accurate electronic and paper filing systems and reception records.
- Assist with preparing notices, posters, and other communications.
- Coordinate meeting room bookings and assist with meeting preparations.
- Support community events, meetings, and programs as required.
- Monitor office supply inventory and assist with ordering supplies.

Qualifications/Experience:

- Grade 12 education or equivalent preferred.
- Previous experience in a receptionist, administrative, or customer service role is preferred.
- Experience working in a First Nations community or community-based organization is considered an asset.
- Experience handling cash, payments, or point-of-sale systems is an asset.
- Valid BC Driver's License and reliable transportation are considered an asset.

Knowledge/skills/abilities

- Excellent customer service skills with a welcoming and professional demeanor.
- Strong verbal and written communication skills.
- Ability to interact respectfully with community members, employees, leadership, Elders, visitors, and external agencies.
- Strong organizational skills with the ability to prioritize multiple tasks.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and general office equipment.
- Ability to maintain accurate records and perform data entry with attention to detail.
- Ability to exercise discretion and maintain strict confidentiality.
- Self-motivated, dependable, and able to work independently and collaboratively within a team.

Upper Nicola Band thanks all applicants. Only those shortlisted for an interview will be contacted.

Send cover letter and resume by via hand delivery, mail, or e-mail to:

HR - Upper Nicola Band – General Delivery, Douglas Lake, BC V0E 1S0 hr@uppernicola.com