

Job Title:	Income Assistance Receptionist
Department:	Social Development
Division:	

Full time

POSITION DESCRIPTION:

The Income Assistance Receptionist acts as the primary point of contact for community members seeking financial support in the Social Development Services office. This role combines traditional receptionist duties and supporting program-specific tasks; greeting clients, managing initial inquiries, and providing administrative support to income assistance staff. The individual interacts with vulnerable populations facing barriers like unemployment, addiction, or disability, in a confidential, and professional manner. The position requires a high degree of confidentiality, empathy, and cultural understanding. The Income Assistance Receptionist reports to the Income Assistance Administrator.

SUMMARY:

- **Reception & Client Services:** Greets community members, handles phone calls, manages walk-in inquiries, and provides a welcoming, supportive environment.
- **Intake & Eligibility Assessment:** assists Income Assistance Support Worker by supporting intake activities as determined by Supervisor.
- **Administrative Support:** manages client data entry (e.g., Microsoft Word/Excel), maintains filing systems, processes mail, and prepares documents, scheduling appointments for clients.
- **Office Operations:** Ensures the reception area is organized, orders office supplies, and schedules meeting rooms.
- **Case Management Assistance:** Assists in maintaining client files, preparing cheque requisitions, and tracking attendance, provides copies of identification forms, income assistance application forms, and general information on income assistance from the Social Assistance policy manual
- **Confidentiality:** strictly adheres to privacy policies regarding sensitive client information and community member records.

MINIMUM REQUIREMENTS:

- Diploma in Office Administration or a related field, or a High School Diploma with relevant experience.
- Previous work experience in a reception or administrative role, preferably within a First Nation or social service organization.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and data management systems.
- Knowledge of First Nation culture, traditions, and community-specific needs is usually required or considered a strong asset.
- Exceptional communication, empathy, patience, and the ability to manage stressful situations or difficult conversations.

CLOSING DATE: Will remain open until filled.

HOW TO APPLY: Please submit your detailed cover letter, resume and references to:

jobs@thunderchild.ca
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