

**Receptionist—Métis Urban Housing Corporation**

**Locations:** Edmonton

**Positions :** 1

**Position Status:** Full Time (37.5 hrs. per week)

**THE ORGANIZATION**

Métis Urban Housing Corporation (MUHC), an affiliate of the Métis Nation of Alberta, was ***incorporated in 1982*** to provide ***subsidized, adequate and suitable*** housing to low and moderate income Indigenous families in Alberta. We currently have 507 units in 14 ***urban centres*** funded by the Federal Government through Alberta Seniors and Housing. MUHC employs over 40 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we offer housing across the province of Alberta and are the ***largest Indigenous housing provider in Alberta.***

For more information about Métis Urban Housing and it's sister organization Métis Capital Housing Corporation (MCHC), visit our website at [metishousing.ca](http://metishousing.ca)

**THE OPPORTUNITY**

The Receptionist ensures the efficient day-to-day operation of the office and supports the work of the staff. The Receptionist will contribute to the overall success of the organization by performing their duties with professionalism and efficiency.

**KEY RESPONSIBILITIES**

- Answer general phone inquiries using a professional and courteous manner.
- Direct incoming phone inquiries to the appropriate staff members.
- Reply to general information requests with accurate information.
- Greet clients/suppliers/visitors to the organization professionally.
- Use word processing, spreadsheet, and database software to prepare reports, memos, and documents.
- Sort incoming mail, faxes, and courier deliveries for distribution.
- Prepare and send outgoing faxes, mail, and courier parcels.
- Forward incoming general e-mails to the appropriate staff member.
- Forward voice mail from the general mailbox to the appropriate staff member.
- Code and file material according to the established procedures.
- Update and ensure the accuracy of the organization's databases.
- Provide secretarial and administrative support to management and other staff.
- Assist with travel, meetings, booking rental vehicles, hotel bookings, catering and other arrangements for staff and management.
- Coordinate the maintenance of office equipment.
- Process tenants' maintenance requests in PTM.
- Maintains office supplies such as stationary, coffee, water etc.
- From time to time, other duties or special projects may be assigned by management as needed to meet the goals and objectives of the organization. The employee will receive clear instructions and guidance to successfully complete such assignments.

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**QUALIFICATIONS**

***Education***

- High School Diploma
- Post-secondary education in business, computers, or office management is an asset

***Professional designation***

- None

***Knowledge, skills, and abilities***

- People skills, ability to address caller's concerns and inquiries during stressful situations.
- Knowledge of the Metis Housing policies, procedures, and programs.
- Knowledge of Indigenous culture, barriers and challenges.
- Knowledge of the Alberta Residential Tenancy Act is an asset.
- Ability to commit to actively uphold and consistently practice personal diversity, inclusion, cultural awareness, and safety and sensitivity approaches in the workplace.
- Must be reliable. Actively demonstrates a commitment by maintaining a consistent and predictable work schedule.
- Proficiency with MS Office (Word, Excel, PowerPoint), MS Outlook and the internet.
- Proficiency with computers, voice mail, fax, scanner and photocopier.

**WORKING CONDITIONS**

Works in an office environment; usually works a standard workweek. Some overtime may be required.

**WHAT WE HAVE TO OFFER YOU**

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis and other Indigenous peoples .
- A comprehensive benefits plan including: life insurance, disability, health, and dental.
- Generous vacation time
- Personal time off days
- Employer matching RRSP
- Personal development
- Competitive compensation

**HOW TO APPLY**

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: [hr@metiscapital.ca](mailto:hr@metiscapital.ca) or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.