


Office Administrator – Job Description

Office Administrator		Job Description	
	Status: Full-Time	Supervisor: KNet Operations Manager	Wages: TBD
	Department: KNet	Location: Sioux Lookout	
	Revision Date:	Effective Date: 2019	
Employee name (printed):		Employee signature:	
Supervisor name (printed):		Supervisor signature:	

SUMMARY

The Office Administrator reports to the Operations Manager and is a member of the Service Support Team. He or she coordinates, oversees or performs a wide variety of administrative and service support activities, including, accounting tasks, file management both in paper and sharepoint, booking staff travel arrangements and replace Service Desk Administrator and/or Cellular Sales staff when away. The Office Administrator participates in informal and formal learning opportunities and may travel on an as needed basis.

MAJOR DUTIES & RESPONSIBILITIES

- Provides support services for the day to day operation of the Keewaytinook Okimakanak office in Sioux Lookout including:
 - Organize and supervise all of the administrative activities of the KNet office
 - Respond to phone, email, and in person enquires in a professional and courteous manner
 - Manage day to day financial requirements of KNet office including, staff travel expense management, filling in purchase orders, filling in vendor cheque requisitions, monthly charge card reconciliations and weekly bank deposits
 - Provide support to the KNet Accountant in Thunder Bay
 - Maintain a highly organized filing system both paper and in sharepoint for ease of filing and retrieval
 - Provide support on an ongoing and as needed basis for KNet staff to keep the office running efficiently
 - Answering calls as needed
 - Participate in the KNet Health and Safety Committee

2. Supports Service Desk delivery
 - Relieves the Service Desk Administrator as needed
 - Books travel and accommodations for service desk staff
 - Opening service desk tickets for incidents

3. Providing KM cellular point of sale support services:
 - Replacing Cellular Sales staff when absent, including, selling mobile phones and cards, checking end user account balances and update minutes, assisting with response to on-line requests and orders
 - Opening tickets for incidents and forwarding them to the Service Desk
 - Signing off the end of day Point of Sale reconciliation
 - Training and provide guidance to KM Cellular Sales staff

4. Other duties as required under the direction of the Operations Manager.

STANDARDS OF PERFORMANCE

- A. Communicates in a clear, friendly and persuasive manner
- B. Responds to requests for information and provides follow-up to the Operations Manager, as required
- C. Demonstrates flexibility and capacity to adapt and learn in a dynamic work environment
- D. Manages time effectively, is punctual and regularly attends work

QUALIFICATIONS

- Familiarity with and experience computer programs such as, MS-WORD, EXCEL, Sharepoint and SAGE accounting
- College training or its equivalent and three or more years relevant experience
- Experience providing front-line customer services
- Ability to work independently and in a team to achieve predetermined goals and meet deadlines
- Motivated to acquire new knowledge and learn new skills
- An understanding of how information and communication technologies are used in regional First Nations
- Knowledge of the people, culture, history of Nishnawbe-Aski Nation and the development priorities of member First Nations.
- ability to speak Cree, Oji-Cree or Ojibway is a strong asset.
- Ability to communicate with KO employees, contractors, third-party service personnel and community-based technical resources