

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

THE OPPORTUNITY

The Receptionist is the first point of contact for Métis Housing. The Receptionist will handle front desk responsibilities, provide administrative support, and ensure a welcoming environment for guests and employees. The ideal candidate has excellent communication skills, a positive attitude, and the ability to multitask in a fast-paced environment.

KEY RESPONSIBILITIES*Front Desk Operations and Communication*

- Answer and direct incoming phone calls professionally and courteously.
- Forward voicemail messages and general inquiries to the appropriate staff members.
- Reply to general information requests with accurate and timely responses.
- Greet and assist clients, suppliers, and visitors professionally.

Mail, Courier and Document Handling

- Sort and distribute incoming mail, faxes, and courier deliveries.
- Prepare and send outgoing faxes, mail, and courier packages.
- Code and file materials according to established procedures.
- Update and ensure the accuracy of the organization's databases.

Administrative and Office Support

- Provide secretarial and administrative support to management and staff.
 - Assist with data entry, document preparation, and filing.
 - Coordinate office equipment maintenance and troubleshooting.
- Maintain office supplies, including stationery, coffee, water, and other essentials.

Meeting and Travel Coordination

- Schedule appointments and meetings and book the boardroom.
- Arrange travel and book rental vehicles and hotels.
- Arrange catering for meetings.

Facilities and Tenant Support

- Process tenant maintenance requests in PTM.
- Ensure common areas are well-maintained and organized.
- Management may assign other duties or special projects from time to time as needed to meet the organization's goals and objectives. The employee will receive clear instructions and guidance to complete such assignments successfully.

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QUALIFICATIONS***Education***

- Business Administration Diploma
- Post-secondary education in business, computers, or office management is an asset.
- Minimum of 1 – 2 years of experience in a receptionist, front desk or administrative support role.

Professional designation

- None

Core Competencies

- **Customer Service Orientation:** Provides a positive and welcoming experience for clients, visitors, and staff, ensuring professionalism in all interactions.
- **Communication Skills:** Effectively communicates clearly and professionally in person, over the phone, and via email.
- **Organizational Skills:** Manages multiple tasks efficiently, maintains records, and ensures the office operates smoothly.
- **Attention to Detail:** Ensures accuracy in scheduling, documentation, and communication to avoid errors and miscommunications.
- **Problem-Solving:** Identifies and addresses minor issues proactively, escalating concerns when necessary.
- **Time Management:** Prioritizes tasks effectively and meets deadlines in a fast-paced environment.
- **Technical Proficiency:** Proficient in Microsoft Office, email management, and office equipment handling.
- **Confidentiality & Discretion:** Maintains privacy and discretion when handling sensitive information. People skills, ability to address caller's concerns and inquiries during stressful situations.

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: recruitment@metishousing.ca. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.