



Dnaagdawenmag Binnoojiiyag  
Child & Family Services  
517 Hiawatha Line Hiawatha  
First Nation, ON K9J 0E6

**Employment Opportunity  
Switchboard Operator  
Alderville First Nation (Cobourg Temporarily)**

**Purpose of the Position:**

The Switchboard Operator is responsible for all incoming calls to the Agency, screening and transferring calls to the appropriate party.

**Responsibilities:**

- To receive and direct telephone calls, in a courteous manner, appreciating the highly sensitive and confidential aspect of services offered by the Agency.
- To maintain an up-to-date and accurate staff contact list.
- To collaborate with job partner on Switchboard activities.
- To provide orientation to new reception/switchboard staff regarding the Switchboard/ telephone procedures.
- To provide telephone assistance to all staff.
- To complete administrative requirements in accordance with Agency and/or Supervisory requirements.
- To incorporate and utilize new policies and procedures in daily activities.
- Provide user level maintenance of office equipment used, maintaining an adequate amount of office equipment supplies and providing meter readings of photocopier and mail machines if required by site.
- Develop an understanding of other related community agencies and their mandates. This may include membership on committees or involvement in special projects related to the work of the Society.
- Other related duties as assigned.

**Education and Experience:**

- High School Diploma combined with relevant work experience and/or
- A Business Administration Diploma or equivalent two-year diploma from an accredited Community College program;
- Proven computer and keyboarding skills including working knowledge of a variety of software programs;

- Demonstrated organizational skills to set and meet priorities, Society's requirements and manage assigned workload;
- Demonstrated interpersonal skills to successfully collaborate with Society staff and families as well as community collaterals and the general public;
- Highly self-motivated and directed with keen attention to detail;
- Good analytical and problem- solving abilities;
- Able to prioritize and execute tasks in a high-pressure environment;
- Advanced skills in the use of Microsoft Office software including Excel (spreadsheets), Word and Adobe Acrobat Pro;
- The Employer reserves the right to waive the required qualifications in the event of other exceptional qualifications or experience;
- A solid understanding of and sensitivity to the experiences of First Nation, Metis and Inuit peoples in Canada, and the impact of the legacy of Residential Schools and the "Sixties Scoop" upon them is essential.

**Accountabilities:**

- provide an acceptable CPIC and VPSS; and
- able to provide a safe vehicle for use on the job, an acceptable Driver's Abstract, evidence of a valid Ontario Driver's License and of PL & PD insurance coverage for at least \$2,000,000.00.

**Salary Range:** \$42,000.00 - \$49,094.00

**Closing Date:**

- Posting open until filled;
- Only those selected will be contacted for an interview.

**Please send:**

- Application for Employment (available at [www.binnoojiiyag.ca](http://www.binnoojiiyag.ca)). Please indicate preferred location in your application;
- Cover letter and Resume (include 3 work related references) to:

Human Resources, Recruitment Coordinator  
 Dnaagdawenmag Binnoojiiyag Child & Family Services,  
 517 Hiawatha Line  
 Hiawatha, ON K9J 0E6  
 Fax: 705-295-7137  
 Email: [careers@binnoojiiyag.ca](mailto:careers@binnoojiiyag.ca)

**Notes:**

- Persons of Indigenous, Metis and Inuit ancestry and members of Dnaagdawenmag Binnoojiiyag First Nations are encouraged to apply;
- For a full job description and any questions please email: [careers@binnoojiiyag.ca](mailto:careers@binnoojiiyag.ca)