SHUSWAP NATION TRIBAL COUNCIL

Reception / Administrative Assistant Position - ATEC

Full-Time

The Shuswap Nation Tribal Council (SNTC) was established in 1980 as a collective effort of Secwépemc Chiefs to advocate for Aboriginal rights and advance Nation-building initiatives.

THE OPPORTUNITY

SNTC is seeking an approachable, organized and service-focused Reception/Administrative Assistant. This front-line role provides reception, client service and administrative support to the Aboriginal Training and Employment Centre (ATEC) while helping create a welcoming, respectful, culturally safe and professional experience for clients, visitors, staff and community partners.

The successful candidate will be adept at multi-tasking, prioritizing emerging issues and listening carefully to clients to understand and identify needs, provide appropriate information and recommend next steps. Accuracy, organization, professionalism, empathy, confidentiality, initiative and exceptional customer service are essential.

KEY RESPONSIBILITIES

Client Service and Reception

- Welcome clients, visitors, community members and partners in a respectful and professional manner.
- Answer and direct calls using a multi-line telephone system.
- Listen carefully to inquiries, clarify needs, determine the appropriate next step, and follow through on inquiries.
- Develop and maintain a strong working knowledge of ATEC programs and services.
- Provide culturally safe, respectful and non-judgmental service.

Administrative and Financial Support

- Book and manage appointments and support day-to-day office scheduling.
- Prepare clear, professional emails, messages, correspondence and other written materials.
- Complete accurate and timely data entry into ATEC databases.
- Maintain organized electronic and paper records.
- Maintain an orderly office environment and office supplies inventory, and submit purchasing requests.
- Handle client, staff and organizational information with discretion and confidentiality.
- Coordinate the flow of information accurately and appropriately within ATEC and to meet the needs of clients, community members and external partners.
- Organize staff meetings, prepare agendas, send calendar invites, and take minutes.
- Compile program statistics and other information to support department reporting requirements.
- Identify and flag recurring bottlenecks or process issues so they can be addressed.

Records and Accounts Management

- Establish and maintain records management systems and office procedures.
- Accurately track expenses and complete paperwork required for payment such as travel claims and honoraria, in a timely manner.

Client and Employment Support

- Supervise the client computer lab and help maintain a welcoming and functional space.
- Assist clients with basic computer skills, resume development, online job searches and applications.
- Assist with coordinating training, meetings, and events, both in-person and online.
- Attend and participate in department meetings and SNTC events and gatherings.

- Draft notices, posters, social media posts and other materials ensuring they align with the SNTC communication style guides.
- Search for jobs and maintain the ATEC job board and employment information.

QUALIFICATIONS

Education/Training and Experience*

- Completion of an Administrative Assistant program or related education, certification and training
- Two (2) or more years of experience in administration, reception, client service and office support

*An equivalent combination of education, training, and related experience may be considered.

Demonstrated Competencies

- Proficiency with MS Office Suite, including familiarity with PowerPoint and Excel.
- Experience with office equipment and systems and procedures, including databases, sharepoint, and other office systems.
- Experience using technology to streamline workload, and for posting to social media.
- Comfortable using AI tools, as appropriate, with sound judgement.
- Professional verbal and written communication skills.
- Ability to defuse conflict and listen to understand client needs, even when information may be unclear.
- Ability to establish and maintain professional working relationships and consistently provide exceptional service to program staff, clients, visitors and community partners, in a professional and culturally sensitive manner.

Preference may be given to those with:

- Post-secondary training or certification in business and/or an administrative field, or equivalent.
- Experience working with First Nations or Indigenous organizations, communities and clients.
- Knowledge of Secwépemc language, governance, and cultural protocols.

Other Requirements

- This in-person role is based at the ATEC Office, 144 Briar Avenue in Kamloops.
- Requires the willingness and ability to travel to communities, including overnight, to participate in meetings, events and gatherings, often in evenings or on weekends.
- Must maintain a valid Class 5 BC Driver's Licence, in good standing.
- The SNTC may require a background/ vulnerable sector check.

SALARY AND BENEFITS

SNTC supports your well-being through its compensation package.

- Salary range of $41,860 - $54,600 annually ($23 - $30 hourly) based on experience.
- Casual Dress
- 35 Hour work week
- FREE on-site parking
- Extended health and dental benefits
- Matching Company Pension Plan
- Vacation Leave and Additional Paid Leave during winter break

TO APPLY

If you are interested in this opportunity please email your resume and cover letter to hr@shuswapnation.org. In the email subject line specify: ATEC Admin Assistant.

Applications will be reviewed commencing December 11th, 2026, with an anticipated start date of early to mid-January.

**We welcome applications from all qualified candidates, although preference may be given to Canadian Indigenous Peoples, with a priority for qualified candidates of Secwépemc Ancestry, in accordance with s. 16(1) of the Canadian Human Rights Act. We encourage you to voluntarily self-identify, if applicable.*

An eligibility list may be established and used to fill future fixed term or permanent vacancies, similar to this role.