



huu ay aht

ANCIENT SPIRIT, MODERN MIND

Employment Opportunity

ʔumʔiiqsu Centre Receptionist (Full-time Permanent)

Position	ʔumʔiiqsu Centre Receptionist
Location	ʔumʔiiqsu (Mother) Centre, Port Alberni, BC
Scope	Full-time, permanent
Reports to	ʔumʔiiqsu Centre Manager or designate
Salary/Starting Wage	\$21.00 - \$25.00 per hour, based on qualifications and experience and the applicable 2026 HFN wage grid
Benefits	Extended health, dental, vision, group retirement savings plan, EFAP, paid vacation, and other benefits in accordance with HFN policy
Schedule/Hours	Full-time, 37.5 hours per week; primarily regular business hours with flexibility for meetings, events, and operational needs
Application Deadline	Open until filled

FUNCTION AND JOB SUMMARY

Huu-ay-aht First Nations Government is seeking a professional, organized, and service-oriented ʔumʔiiqsu Centre Receptionist to provide front-desk reception and administrative support at the ʔumʔiiqsu (Mother) Centre in Port Alberni. The position is a key point of contact for Huu-ay-aht citizens, ʔumʔiiqsu residents and families, visitors, service providers, staff, and community partners.

Working in a culturally centred, trauma-informed environment, the Receptionist supports efficient communication, visitor flow, office administration, records, correspondence, supplies, meetings, and day-to-day coordination. The position works closely with the ʔumʔiiqsu Centre Manager, Child & Family Wellness leadership, program staff, and the broader ʔumʔiiqsu team. The successful candidate must exercise sound judgment, maintain confidentiality and professional boundaries, communicate respectfully, and remain calm and organized in a busy service environment.

KEY ACCOUNTABILITIES

- Provide welcoming, respectful, and professional reception service for citizens, ʔumʔiiqsu residents and families, visitors, service providers, and staff.
- Receive, screen, direct, and relay telephone calls, email messages, mail, courier items, and other communications for ʔumʔiiqsu and Child & Family Wellness as assigned.
- Maintain confidentiality, privacy, discretion, and professional boundaries when handling sensitive personal, family, service, and organizational information.
- Provide reliable administrative support to the ʔumʔiiqsu Centre Manager, Child & Family Wellness leadership, and program staff as required.
- Maintain organized records, correspondence, filing systems, calendars, meeting information, and administrative tracking tools.
- Support a culturally safe, trauma-informed, respectful, and performance-focused workplace aligned with Huu-ay-aht values and service expectations.

JOB DUTIES

RECEPTION AND CLIENT SERVICE



huu ay aht

ANCIENT SPIRIT, MODERN MIND

- Operate the reception desk and greet and direct Huu-ay-aht citizens, ʔumʔiiqsu residents and families, visitors, contractors, and service providers to the appropriate staff member or program.
- Answer, screen, and direct incoming telephone calls and respond to routine reception inquiries in a professional and timely manner.
- Receive, direct, and relay telephone, email, fax, and other messages accurately.
- Maintain a welcoming, organized, and professional reception area and support appropriate visitor flow through the Centre.
- Use sound judgment when responding to sensitive situations and connect individuals with the appropriate staff support when concerns are beyond the receptionist role.

ADMINISTRATIVE AND OFFICE SUPPORT

- Perform computer data entry and prepare correspondence, forms, notices, and other routine documents.
- Develop and maintain current, accurate, and confidential filing and records systems within assigned administrative responsibilities.
- Organize meetings, calendars, room bookings, materials, and related logistics as requested.
- Assist with gathering information and preparing routine monthly reports, administrative summaries, and documents for managers or directors.
- Support the organization and tracking of grant documents, reporting requirements, and deadlines as assigned.
- Coordinate approved travel arrangements and meeting logistics for program staff as requested.
- Monitor and order office supplies and maintain organized supply storage for ʔumʔiiqsu and Child & Family Wellness operations.
- Receive, distribute, and coordinate incoming and outgoing mail and interoffice correspondence.
- Support community events, meetings, and other team activities as requested.
- Perform other related administrative and reception duties as assigned.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Certificate in Office Administration, Administrative Assistant studies, or a related field; an equivalent combination of education and relevant experience may be considered.
- Three to five years of experience in reception, office administration, administrative support, or a comparable client-service role is preferred.
- Demonstrated proficiency with Microsoft Office, including Outlook, Word, Excel, PowerPoint, Teams, calendars, and standard office technology.
- Strong oral and written communication skills and the ability to communicate respectfully with people from varied backgrounds and in sensitive circumstances.
- Excellent organization, time-management, problem-solving, and attention-to-detail skills.
- Experience working with First Nations people, communities, governments, or service organizations is strongly preferred.
- Ability to work independently, take direction, exercise initiative and judgment, and contribute effectively as part of a multidisciplinary team.

OPERATIONAL REQUIREMENTS

- Valid Class 5 driver's licence; Class 4 driver's licence is considered an asset.
- Standard First Aid and CPR certification, or willingness and ability to obtain within a reasonable period after hire.
- Non-Violent Crisis Intervention or comparable de-escalation training, or willingness to obtain.
- Cultural safety or cultural sensitivity training, or willingness to participate in required training.
- Some travel may be required, including occasional overnight or weekend travel for meetings, events, or training.
- Successful completion of reference and background checks appropriate to the role.
- Ability to maintain confidentiality and neutrality at all times and to work respectfully in a trauma-informed environment serving mothers, children, families, and community members.



huu ay aht

ANCIENT SPIRIT, MODERN MIND

- Commitment to Huu-ay-aht values and the Sacred Principles of ʔiisaak, ʔuuʔaʔuk, and hišuk ma c̓awak.
-

HOW TO APPLY

Submit to:

Human Resources
Huu-ay-aht First Nations Government
Email: hr@huuayaht.org
Mailing Address: 4644 Adelaide Street, Port Alberni, B.C. V9Y 6N4

Please include ʔumʔiiqsu Centre Receptionist in the subject line.

Application deadline: Open until filled.

We thank all applicants for their interest. Only those selected for an interview will be contacted.

Preference may be given to qualified Huu-ay-aht citizens, qualified Indigenous applicants, and applicants with experience working in First Nations, modern treaty, or self-governing Indigenous government environments.



huu ay aht

ANCIENT SPIRIT, MODERN MIND

HUU-AY-AHT VISION, MISSION, AND VALUES

Vision - *The Huu-ay-aht envision a strong, self-governing, and self-reliant Nation. ?iisaak will guide us as we work together to foster a safe, healthy, and sustainable community; where our culture, language, spirituality, and economy flourish for all.*

Mission - *As a leader among First Nations, the Huu-ay-aht First Nations will create certainty for its community, generate wealth for financial independence, provide economic opportunities, and deliver social, cultural, and recreational programs for all Huu-ay-aht.*

Huu-ay-aht First Nations Values

PROFESSIONALISM

- Ethics - be prepared, on time and ready to work
- Ethics - be responsible for the success of your work and others
- Lead by example
- Respect - for confidentiality, yourself, and co-workers
- Work / Life Balance
- Work Smarter - Share your expertise and your successes
- Take pride in your work

HEALTH

- A healthy body, mind and soul through proper diet, sleep, and exercise
- Avoid burning out with a proper work / life balance
- Be positive - always remember to smile and laugh
- Care about each other, ask questions and follow up
- Be appreciative of one another and the work we do

TRUST

- Walk the talk - be honest, no gossiping
- Believe the good in everyone not the bad
- Voice your concerns, do not harbor them - clear the air
- Spend more time focusing on what you are supposed to be doing, and less time on what others are or are not doing
- Be happy and enjoy your work life

RESPECT

- Golden Rule - Treat others how you want to be treated
- Listen actively and attentively to what people are saying and clarify
- Accept people for who they are and do not judge
- Basic Etiquette - remember the common courtesies, kindness, and compassion
- ?iisaak
- Observe protocol and ceremony

EFFECTIVE COMMUNICATION

- Think twice, speak once
- Make sure your body language is sending the correct message
- Provide responses in a timely manner; acknowledge request and provide timeline
- Listen attentively and clarify

SUPPORT

- Be available to help and ask for help when needed
- Advocate and help one another
- Provide constructive criticism, not just criticism
- Do not gossip; stop gossip when it occurs
- Clarify and seek feedback from each other