



File Intake Clerk

Employment Opportunity

Position Title:	File Intake Clerk
Reports To:	Social Development Director
Hours:	35 hours per week
Wage:	\$22 - \$25 per hour <i>(starting wage commensurate with experience)</i>
Status:	Full-time Permanent
Start Date:	ASAP
Benefits:	Comprehensive benefits package RRSP matching
Location:	Burns Lake, BC

At Lake Babine Nation, we believe that through good governance, we will ensure all members have a healthy, traditional, and prosperous future. Our commitment to respect, honesty, tradition, and health and wellness helps enable a strong community and brings a rich culture to Lake Babine Nation as a workplace. Our commitment to excellence creates the opportunity for an empowering and rewarding career with the Nation.

JOB SUMMARY

The File Intake Clerk is responsible for organizing and managing physical and digital records while supporting daily office operations.

Responsible for accurately labeling documents, maintaining filing systems, retrieving files, and handling routine administrative tasks like sorting mail, data entry and operating office equipment. Other duties may be assigned as necessary.

OVERVIEW OF DUTIES & RESPONSIBILITIES

- Scan, sort and classify documents according to established guidelines
- Maintain records of filed and removed materials
- Track documents removed from files to ensure they are returned
- Locate and retrieve files for authorized personnel.
- Answer phone calls, direct calls, process incoming/outgoing mail, and respond to email inquiries.
- Photocopy and collate documents for distribution, mailing and filing
- Send and receive messages and document using fax machine or electronic mail
- Maintain inventory of office supplies, order supplies as required and arrange for servicing of office equipment
- Greet clients in a profession, respectful and confidential manner.
- Respond to client inquiries regarding income assistance programs, and other social development programs, basic eligibility, and application processes



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- Assist clients with monthly declaration, Budget & Decision form signing, Job Search forms, etc. explaining forms and communicating policies and procedures
- Conduct client interviews to gather and verify required information
- Serves as a point of contact, cooperates, establishes and maintains a sound working relationship with other LBN departments, other agencies, professionals, and service providers.
- Maintains an up to date knowledge of available support services.
- Adheres to all confidentiality laws and regulations.
- Participates in seminars, workshops, and training programs as required to maintain professional growth and development of skills, knowledge relevant to the position.
- Other related duties

MINIMUM REQUIRED QUALIFICATIONS

Education, Experience, Certifications, Training

- Administrative Assistant Professional Certificate
- Minimum two (2) years experience

Skills & Abilities

- Knowledge of applicable laws, regulations and guidelines
- Knowledge of First Nation Council and committee systems
- High level of integrity, confidentiality and accountability
- An understanding of the northern cultural and political environment
- Ability to develop and analyze data into reports
- Team building skills
- Analytical and problem solving skills
- Decision makings skills
- Effective verbal, presentation and listening communication skills
- Effective written communication skills
- Computer skills including the ability to operate digital or cloud based document management systems and the Microsoft Office Suite at a highly proficient level
- Stress management skills with the ability to respond appropriately in pressure situations with a calm and steady demeanor
- Excellent interpersonal skills
- Ability to perform attention to detail and high level of accuracy
- Ability to interact effectively with management, public and staff



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Position-Specific Competencies

- Initiative: self-starter; takes responsibility for own time and effectiveness. Takes the first step to identify and address existing or potential obstacles, challenges, and opportunities.
- Engagement: Builds trusting relationships with clientele, management and colleagues.
- Cultural Sensitivity: Respects and incorporates the values and traditions of LBN.

EMPLOYMENT REQUIREMENTS & CONDITIONS

Job Requirements

- Completion of a Criminal Records Check with satisfactory results relevant to the position.

Working Conditions

- Physical conditions: spend long hours sitting and using office equipment and computers, which can cause muscle strain. They may have to lift, carry and manage equipment and supplies. The incumbent will constantly interact with residents, family members, staff, visitors and government agencies. They may have to work odd or long hours at a time to complete special requests or projects.
- Hours of work: Regular office hours, 8:30 am to 4:30 pm with one hours lunch break at 12:00 to 1:00 pm, and one morning break 10:00 am for 15 mins, and one afternoon break at 3:00pm for 15 mins. May require working extended hours as per HR policy/Canada Labour Code.
- Psychological health and safety (may encounter potentially stressful situations): will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines. Will be expected to deal with a variety of issues and people at the same time which could cause significant stress

Apply Now!

Complete the [application form](#) and email it with your cover letter and resume to HR:

Attention: Human Resources
Email: hr@lakebabine.com

Pursuant to Section 41 of the B.C. Human Rights Code, preference may be given to applicants of Indigenous ancestry.

We thank all applicants for their interest; short-listed candidates will be contacted for an interview.