

**Title: Receptionist**

**Term: Permanent, Full-Time**

**Location: Coquitlam, BC**

**Date Posted: February 2, 2018**

**Closing Date: Open Until Filled**

### **ROKSTAD STRATEGIC INTENT**

We are the only family-orientated energy infrastructure company that employs highly-skilled professionals who deliver industry-leading solutions and techniques that enable power system owners and operators -- across North America and expanding around the world - to deliver power in an era of aging infrastructure and increasing energy demands.

### **SUMMARY**

The Receptionist presents a positive and professional image of the organization on the phone and in person to all employees, and visitors to the Rokstad Head Office. This position is a key liaison between managers, customers and field staff. This role answers inquiries or directs to the appropriate subject-matter experts, customer, employee, or other stakeholder questions or issues. The role is responsible for a variety of office administration duties and calls for flexibility, a willingness to help with an enthusiastic personality and the desire to assist with special projects as assigned from time to time.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- As part of the People Development team, the Receptionist answers and responds to telephone, e-mail, and in-person inquiries from employees, clients, business partners, and other parties;
- Maintains company phone lists with updated personnel information;
- Updates outgoing message on switchboard as necessary;
- Compiles, copies, sorts, files, and distributes, according to various business unit standards and processes, People Development documents;
- Takes and records telephone, e-mail, or written messages for staff members as required;
- Administers and manages inbound/outbound mail, including priority post, packages, courier services, and other correspondence;
- Operates office machines, such as photocopiers, scanners, voicemail systems, personal computers, etc.;
- Distributes faxes and emails that are received from general mail boxes;
- Monitors stock and orders office supplies required for basic daily operations;
- Provides information to staff and/or clients about special activities;
- Ensures that the appropriate evacuation procedures are carried out in the event of an emergency;
- Observes and reports any security and maintenance issues to maintenance staff;
- Provides office tours to new employees;
- Order company business cards, ensuring proper approvals are obtained;
- Assists in ground transportation when required;
- Maintain cleanliness of the reception and lobby area;
- Greets clients and employees in a professional manner;
- Book and set up executive meetings as required;
- Other related duties as assigned.

**JOB REQUIREMENTS**

- Strong communicator (both written and verbal) with excellent interpersonal skills;
- Ability to develop relationships and work well with all levels of internal management and staff;
- Adaptable work style with ability to manage multiple priorities with deadlines;
- Excellent organizational and time management abilities;
- Able to work individually and collaboratively in a team environment;
- Proficient use of Microsoft Office Suite (Outlook, Word, Excel, Power Point).

**EDUCATION, EXPERIENCE AND/OR CREDENTIALS**

- Secondary school Diploma required;
- Minimum three (3) years of directly related experience;
- Related post-secondary courses are an asset.

**CORPORATE COMPLIANCE RESPONSIBILITIES**

**We care about our internal and external customers – loyalty is earned.**

- Listen, and listen more, to better understand – you get excited about opportunities to help others.
- Own customers’ challenges to deliver unique solutions – you recognize that it’s our privilege to serve customers because without “them,” there is no “us.”
- Focus on what is “important” as opposed to “urgent” – you focus on the big picture rather than getting lost in the details.
- Express thanks to those who help us constantly improve – you recognize and embrace constructive criticism.

**We strive for safety excellence – practice safety within the workplace, our homes, and at play.**

- No compromise on safety – make safety a thought, an action, a cornerstone belief in everything you do.
- Live safely for yourself, your team, and your family – you work together to ensure safety for all.
- Learn and improve from past experiences – lessons learned fuel our future successes.

**We create a great workplace by filling it with spectacular people – set expectations high, have fun, and celebrate our successes.**

- Succeed through professional and personal growth – take ownership of your own success.
- Always be a Rokstad ambassador – take pride in opportunities to share your beliefs, learnings, strengths, and ideas.
- Respect the unique contribution that every employee brings to the table – be open to learning and growing from employees who move Rokstad forward and help you achieve more.
- Place importance on effectiveness rather than effort – work smarter, by being conscious of your current levels of productivity, health, and happiness.

**We take pride in what we do – how we show up is important.**

- Be part of the solution – you problem solve rather than complain, gossip, or cut others down.
- Know when to lead, know when to follow – check your ego at the door.
- Pursue improvement ... relentlessly – you make continual changes to grow.
- Strive to achieve the best results – you have higher expectations of yourself than Rokstad has of you.
- Embrace change – you understand that markets change, competition changes, and technology changes.

**We stand among the very best – doing it right makes our reputation even stronger.**

- Act in Rokstad’s best interest – as though you are an owner.
- Say what you mean, mean what you say –One dishonest action can ruin a lifetime of goodwill.
- Demonstrate trust in order to gain trust – an honest day’s work for an honest day’s pay.
- Lead by example – you recognize that your actions are always being observed, and actions speak louder than words.
- Seek first to understand before seeking to be understood – you avoid drawing ill-informed conclusions or assumptions.

**We respect our position in the broader community – act in accordance with our culture and values.**

- Build and support the communities where we work and live – make the world cleaner, safer, and more interesting.
- Care for and respect our environment – promote environmentally sound practices throughout every aspect of our business.
- Create a culture of inclusion built on trust, respect, and dignity for all – build teams that capitalize on the diverse talents of all employees.
- Explore opportunities to grow and develop positive relationships with First Nations – create mutually beneficial partnerships.

**COMPENSATION**

Rokstad offers a competitive compensation and benefits package which will be commensurate with experience and education.

If you are looking for an exciting career with a fast growing, progressive company while participating in the build out of Canada's electric power Infrastructure, please email your resume and qualifications to [careers@rokstadpower.com](mailto:careers@rokstadpower.com) or fax 1-888-310-8831. Please include the job title in the email subject line.

We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.