



Membertou

WELCOMING THE WORLD!

Employment Opportunity

Job Title: Administrative Assistant / Social Clerk
Department: Social
Reports To: Director of Social & Welfare Officer
Salary: Commensurate with experience

The Opportunity:

The Administrative Assistant / Social Clerk is a front-desk focused position within Membertou Social. This role is often the first point of contact for clients and community members and is responsible for providing a welcoming, respectful and professional reception experience. The position greets clients, answers and directs telephone calls, responds to general inquiries, provides administrative support and helps ensure that people are connected with the appropriate staff member, form or service.

Because the position works with personal, financial and social-assistance information, a high level of discretion and confidentiality is essential. The Administrative Assistant / Social Clerk also supports the distribution and processing of social assistance cheques, routine clerical functions, records and filing, and the day-to-day administrative needs of the Social Department.

Duties and Responsibilities:

Front Desk, Client Service and Reception

- Serve as the primary front-desk contact for Membertou Social and ensure the reception area is appropriately staffed during operating hours.
- Greet clients, community members and visitors in a welcoming, respectful, patient and professional manner.
- Answer incoming telephone calls, respond to general inquiries, take accurate messages and direct calls to the appropriate employee or service.
- Receive clients at the front desk, determine the general nature of their inquiry and connect them with the appropriate Social Department staff member while respecting privacy and professional boundaries.
- Maintain a calm and respectful front-desk environment, including during busy periods or when assisting clients who may be experiencing stress or sensitive personal circumstances.
- Protect the confidentiality of all personal, financial and social-assistance information received verbally, electronically or in writing, and avoid discussing confidential matters where they may be overheard.
- Assist clients in accessing social-assistance applications, special-needs forms, release-of-information forms and other documents required by the Welfare Officer or Director.
- Provide clear, courteous information about routine administrative processes without making eligibility or benefit decisions outside the scope of the position.

Cheque Processing and Social Assistance Administration

- Issue and distribute approved social assistance cheques to clients in accordance with established departmental procedures and confidentiality requirements.
- Assist with the bi-weekly cheque run and ensure required administrative steps are completed accurately and on time.
- Prepare or process approved hand cheques for items such as non-insured benefits, repairs, rent and other authorized bills, as directed.
- Review utility bills for required information, record Band numbers where applicable and support accurate daily payment processing.
- Post cheques and complete required daily back-up and administrative records.
- Handle cheques and financial documentation carefully and maintain accurate records to support accountability and audit requirements.

Administrative and Clerical Support

- Provide day-to-day administrative support to the Director, Welfare Officer and Social Department team.

- Complete general office duties including photocopying, scanning, faxing, filing, document preparation, data entry and routine correspondence.
- Maintain an organized and confidential filing system for Social Department records and ensure documents are stored appropriately.
- Prepare, update and organize forms and routine administrative documents as required.
- Take and type minutes of staff meetings and assist with other meeting-related administrative tasks as requested.
- Support the Welfare Officer and Director in the administration of the welfare program and related office processes.
- Maintain positive relationships with Membertou internal and external customers and ensure transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Management System as it relates to job-related duties and the Social Department.
- Comply with Membertou Band Personnel Policy and all applicable departmental procedures, privacy expectations and workplace requirements.
- Perform other department-related duties as required by the Director.

Qualifications:

- High school diploma or equivalent; additional training in office administration, business administration or a related area would be considered an asset.
- Previous experience in a reception, front-desk, administrative, clerical or customer-service role is preferred.
- Strong interpersonal and client-service skills, with the ability to greet and assist people respectfully, professionally and without judgment.
- Demonstrated ability to maintain strict confidentiality and exercise discretion when handling sensitive personal, financial and social-assistance information.
- Strong telephone etiquette and verbal communication skills, including the ability to take accurate messages and communicate information clearly.
- Strong organizational and time-management skills with the ability to manage front-desk interruptions, competing priorities and routine deadlines.
- Good computer skills, including experience with word processing, email, data entry and standard office equipment.
- Ability to handle cheques, financial documents and administrative records accurately and responsibly.
- Ability to remain calm, respectful and professional when assisting clients in stressful or sensitive situations.
- Ability to work effectively both independently and as part of a team and to follow established procedures and direction.
- Knowledge of Membertou, Mi'kmaw culture and community services would be considered an asset; Mi'kmaw language skills are also an asset.

Preference is given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences of the Canadian Human Rights Commission.

To Apply: Submit your cover letter and résumé to:

Attention: Scott Thomas
Membertou Human Resources Department
47 Autwen Ma'sl Awti
Membertou, NS B1S-2P5

Or via E-mail to: jobs@membertou.ca

DEADLINE FOR APPLICATIONS: Thursday, September 24th, 2026, at 4:30 PM AST.

Thank you for applying, however, only those selected for an interview will be contacted. Membertou reserves the right to pause, extend or revoke this posting at any time without notice