



Job Title: RECEPTIONIST

Department /Office: Any
Reports to Whom (title): Supervisor
Salary /Hourly Range: 10
Job Classification Code: 8810
Level of Background Check: 1B
Status: NON-EXEMPT
Driving Required: Yes, As Required
Created: 08/07/2013

INTRODUCTION:

This position is responsible for providing reception and clerk/office support for the administrative staff. The incumbent performs duties of moderate difficulty and complexity requiring knowledge and skill in customer service, telephone etiquette, correspondence formatting and records management.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties for the Staff Assistant are intended to be illustrative only and should not be viewed as all-inclusive or restrictive.)

1. Greets and screens personal and telephone callers; routes and/or takes messages; assists customers by inquiring courteously the purpose of their visit, handles or directs unfamiliar matters to appropriate staff.
2. Receives, logs-in and distributes incoming mail and prepares out-going mail on a daily basis and responds to routine requests.
3. Types routine correspondence, reports, labels and tribal forms.
4. Maintains an automated or manual records management system
5. Performs other related duties as assigned or authorized by the supervisor to achieve office goals and objectives.

PERSONAL CONTACTS:

Contacts are typically with employee within/outside the immediate work area, the general public and other offices at all levels involving the exchange factual information, to coordinate work efforts and foster a network of services.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office equipment/machines.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

- A. Education : High school diploma or G.E.D. equivalent;

AND

- B. Experience : One (1) year entry-level clerical work experience;

OR

- C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

- Knowledge of office management practices
- Knowledge of effective records management practices
- Basic knowledge of modern office equipment/machines and applicable computer software

B. Skills:

- Skill in typing 45-50 wpm; accuracy and neatness are essential
- Skill in written and verbal communication

C. Abilities:

- Ability to perform a variety of clerical/office work
- Ability to maintain confidentiality in conformance with professional standards
- Ability to follow verbal and written instructions
- Ability to operate basic modern office equipment/machines and applicable software
- Ability to establish and maintain positive professional working relationships with others

NECESSARY REQUIREMENTS:

1. Must complete and pass the pre-employment screening (includes a fingerprint and background investigation) in accordance with Hopi Tribal Policy.
2. Must possess a valid Arizona driver license and satisfactorily pass the Hopi Tribe's Defensive Driving Course.