



VILLAGE OF SHUNGOPAVI

RECEPTIONIST/ADMINISTRATIVE CLERK

INTRODUCTION: This position is responsible for providing receptionist and entry-level clerical support for the village administration staff.

DUTIES: (The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive)

1. Receives and screens personal and telephone callers; routes and/or takes messages; courteously assists customers; provides office/procedural information; responds to routine inquiries referring unfamiliar and complex issues to appropriate staff.
2. Receives, logs-in and out office correspondence; sort and distributes mail; prepares out-going mail on a daily basis; ensures mail/correspondence is delivered.
3. Types routine correspondence, reports, and other required documents; and operates modern office equipment and applicable software programs.
4. Maintains a manual and an automated records management system; purges or updates files; compiles, tabulates and retrieves various data for statistical or reporting purposes; monitors and replenishes office supplies when necessary.
5. Performs other related duties as assigned or authorized by the supervisor to achieve office goals and objectives.

COMPLEXITY: The work consists of tasks that are clear cut and directly related. There is little or no choice to be made in deciding what needs to be done. Actions to be taken or responses to be made are readily discernible and the work is quickly mastered.

SUPERVISION RECEIVED: The incumbent is under supervision and line authority of the Staff Assistant. The supervisor makes assignments with clear, detailed and specific instructions. The incumbent works as instructed and consults with the supervisor as needed on new or unfamiliar situations. The supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy and adherence to instructions and established procedures.

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 mostly sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office equipment/machines. Work at times may extend beyond the normal eight (8) hours schedule. Travel on and off the reservation is necessary.

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
 - Knowledge of customer service
 - 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
 - Skill in public relations (customer service)
- 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 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's license and satisfactorily pass the Hopi Tribe's Defensive Driving Course.

DESIRED QUALIFICATION:

1. Speak and understand the Hopi language to communicate with those who prefer to communicate in the Hopi language.

CONDITION TO EMPLOYMENT:

All offers of employment will be contingent upon successful completion of all reference checks, education verification (including credentials, licenses and degrees), and background investigation and other pre-employment screening requirement.

REVIEWED BY:


Hiring Authority

1/10/11
Date

APPROVED BY:


Human Resources Director

1/10/2011
Date

NON-EXEMPT
Range 10
01/2011