



RECEPTIONIST

Department /Program: Any
Reports To: Supervisor
Salary/Hourly Range: 10
FLSA Status: NON-EXEMPT; Full-Time, Part-Time, Temporary

VALID DRIVER'S LICENSE REQUIRED
PD Revised: 1/5/2017

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 are intended to be illustrative only and are not intended to be 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. Type's 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 to achieve Tribal/Program 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:

Education: High School Diploma or GED Certificate;

AND

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

OR

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:

Knowledge:

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

Skills:

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

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 SPECIAL REQUIREMENTS

1. Must possess and maintain a valid Arizona Driver's License and complete the Hopi Tribe's Defensive Driving course.
2. Must complete and pass the pre-employment screening which includes fingerprint and background investigation in accordance with Hopi Tribal policy.
3. Must not have been convicted of misdemeanors at the local, state or federal level within the past twelve (12) months of application.
4. Must be able to pass mandatory and random drug & alcohol screening.