



RECEPTIONIST

OVERVIEW

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.

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

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.

PRIMARY JOB FUNCTIONS (The following duties are not all-inclusive or restrictive)

- 1) Greets and screens personal and telephone callers; routes and/or takes messages; assist customers by inquiring courteously about 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 daily 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) Support the Department/Program mission and vision by working collaboratively, coordinating efforts, and communicating effectively.
- 6) Performs other duties, in line with current job responsibilities and range of pay/salary, as assigned or authorized to achieve Tribal goals and objectives.

MINIMUM QUALIFICATIONS

Education: High School Diploma or GED Certificate; AND

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

Equivalent combination of Education, Training, and Experience, which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES


- Knowledge of office management practices.
- Knowledge of effective records management practices.
- Basic knowledge of modern office equipment/machines and applicable computer software.
- Skills in typing 45-50 wpm; accuracy and neatness are essential.
- Skills in written and verbal communication.
- 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) Required to maintain a valid Arizona Driver’s License. *The requirement of a valid driver’s license may be waived depending on assigned duties.
- 2) Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver’s license, which qualifies the incumbent for coverage under the tribal insurance policy (tribal insurance qualifications are independent of MVD issuance of a driver’s license). Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
- 3) Must complete and pass pre-employment screening.
- 4) Must be able to pass mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) No misdemeanor convictions at the local, state, or federal level within the past five (5) years of application.

RECEPTIONIST

Department / Program / Office
Supervisor: Director/Manager/Supervisor
Salary Range: 22
Classification: NON-EXEMPT
Revised 03/24/2026

APPROVED BY:  _____ DATE: 03/27/2026
Human Resources Director