



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	456-4200-002	Last Revised:	05/25/2016
Position Title:	Secretary/Receptionist	Department:	Qualla Boundary Head Start and Early Head Start
Reports to:	Operations Manager	Division:	Public Health and Human Services

Primary Function: Provides assistance to the administrative section of Cherokee Qualla Boundary Head Start and Early Head Start. This service will include answering the telephones, providing necessary information forms, notices, etc., as needed. Responsible for organizing a workable filing system for the Qualla Boundary Head Start and Early Head Start documents in addition, to the above Secretary will perform other duties deemed necessary to carry out the objectives of the program

Job Duties and Responsibilities:

- Receives and documents all incoming calls to the office. Determines the nature of the call and records in a telephone log. Delivers telephone messages in a timely manner. Refers calls or visitors to appropriate service area person or handles them personally.
- Receives radio calls from buses, inputting information in phone log, etc.
- Greets all visitors and maintains tracking of visitors signatures on a sign-in sheet. Directs visitors to appropriate area, person or classroom.
- Receives incoming correspondence, reports, etc., screens out those items which he/she can handle personally and forwards the rest to appropriate personnel and/or director.
- Assists the administrative assistant with tasks such as purchase orders, filing, letters, documents, on a daily basis or as deemed necessary.
- Assists with program enrollment in maintaining enrollment applications and receiving incoming enrollment applications and forwarding information to the appropriate manager, while inputting information into data tracking system.
- Ability to assist in managing/ organizing office and related equipment.
- Must have skills in typing and entering data into the computer.
- Performs job duties according to established safety procedures and Tribal policy.
- Maintains a neat and orderly work area and office reception area.
- Operates a variety of office equipment such as central phone system, answering machine, FAX, Postage meter, copier, etc.
- Responsible for the upkeep of the sexual offenders registry notebook.
- Updates staff mailboxes and daily bulletin.
- Submits articles to the One Feather in absence of Literacy Coordinator.
- Serves as a bus driver/ monitor.
- Assists in classrooms and kitchens as needed.
- Must have CPR/ First Aid as required by State Regulations.
- Must have an annual physical.

Education /Experience:

The equivalence in work experience is sufficient. Must be willing to seek related job training. High school diploma or GED required. Work experience in the position one to three months would be necessary to become proficient in all phases of the job.

Job Knowledge:

Requires a thorough knowledge of the operation of a central phone system. Must know the department organization and personnel, as well as their responsibility. Must have knowledge

and operate a computer, typewriter, and other office equipment Must have knowledge of office procedures. He/she must have a neat appearance and pleasant attitude and be able to work with others. Must be responsible, dependable, and possess initiative to complete tasks in a timely manner .Patience, understanding, courtesy, discretion, resourcefulness and confidentiality are required qualities. Must have a valid North Carolina driver's license.

Contact with Others:

Interacts frequently with co-workers in the exchange of information. Have outside phone contacts where a positive public image must be maintained. Nature of contact requires the use of tact courtesy, and business etiquette.

Confidential Data:

Has knowledge of phone messages and contacts, which should be kept confidential. Maintains various files, which contain private information on program, participants and families. Must adhere to all applicable Tribal confidential policies.

Mental /Visual /Physical Effort:

Level of concentration varies from intense to general. Is subject to frequent interruptions by phone and in person which require varied responses and follow through. Must give attention to several activities concurrently. Physical requirement of the job include sitting, mobility, reaching, bending, light lifting, manual dexterity, visual acuity, and the ability to speak and hear.

Environment:

Works in a normal business environment, which has frequent visitors and phone calls, creating slightly above average noise levels.

Responsibility for Accuracy:

Proofing and editing procedures would detect most errors. Failure to properly take and deliver messages could have negative results and cause confusion and delays.

Resourcefulness & Initiative:

Follows well-defined procedures and guidelines in job duties. Must use judgment and be resourceful in analyzing situations quickly and responding appropriately or in determining proper referral. Initiative is required to maintain accuracy and work effectively. Must be proactive in daily duties.