



Eastern Band of Cherokee Indians

Job Description

Position ID Number: 903142001	Last Revised: 02/26/2018
Position Title: Receptionist	Department: Family Safety
Reports to: Manager or Assistant Manager	Division: PHHS

Primary Function: Performs receptionist duties of greeting Family Safety office visitors, answering a central phone system to channel all incoming calls, and providing assistance as required to complete contacts. Perform various clerical duties in support of the office functions to facilitate the flow of work in daily operations.

- Job Duties and Responsibilities:**
- Interact with internal and external customers / clients in a polite and professional manner.
 - Greets visitors, makes necessary notifications, assists as needed to facilitate contact with appropriate persons.
 - Maintains a high level of confidentiality in all aspects of the job.
 - Answers central phone system, directs incoming calls, pages individuals, and takes/delivers messages as required.
 - Maintains a variety of records, files, and logs, such as: conference room schedule, visitor/employee log, etc.
 - Performs various clerical tasks in support of daily operations such as: filing, typing, making copies, assembling notebooks, preparing packages for mailing, etc.
 - Processes outgoing mail, adds postage, ensures packaging is adequate, and delivers to post office daily.
 - Operates a variety of office equipment such as central phone system, FAX, postage meter, copier, etc.
 - Maintains a neat and orderly work area and office reception area.
 - Performs duties according to established safety procedures and tribal policy.
 - Performs other duties as requested.

- Education /Experience:**
- High school diploma or GED required.
 - Valid NC driver's license required. Basic clerical courses would provide skills necessary to learn the job. Work experience in the position of one to three months would be necessary to become proficient in all phases of the job.

Job Knowledge: Requires thorough knowledge of the operation of a central phone system. Must know the Family Safety organizational structure and personnel as well as their area of responsibility. Must know the tribal policies and procedures regarding processing

visitors, job applicants, and service representatives. Requires basic clerical skills including typing, filing, and record keeping. Must have good verbal communications and knowledge of business etiquette. Must know general office procedures and flow of work. Requires skill in the use of copier, FAX, postage meter, and scanner.

Contact with Others:

Interacts frequently with coworkers in the exchange of information. Has extensive outside contacts in person and by phone where a positive public image must be maintained. Nature of contacts requires the use of tact, courtesy, and business etiquette. This position often portrays the "first impression" of Family Safety.

Confidential Data:

Has knowledge of phone messages, contacts, and Family Safety visitors which should be kept confidential. Must adhere to all tribal confidentiality policies and procedures.

Mental /Visual /Physical Effort:

Level of concentration varies with duties 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 requirements of the job include sitting, mobility, reaching, bending, light lifting, manual dexterity, visual acuity, and the ability to speak and hear.

- Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment:

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

Resourcefulness and Initiative:

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

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 or delays.