



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	200-4200-001	Last Revised:	06/14/2013
Position Title:	Receptionist	Department:	Administration
Reports to:	Health Care Business Director	Division:	Health & Medical

Primary Function: Performs receptionist duties of greeting CHDS 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:**
- Greets visitors, makes necessary notifications, assists as needed to facilitate contact with appropriate persons, and directs to specified office.
 - 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, purchase orders, vacation/travel log, etc.
 - Performs various clerical tasks in support of daily operations such as: filing, typing, making copies, assembling notebooks, preparing packages for mailing, etc.
 - Monitors copier operations and secures maintenance as required through contract service agency.
 - Monitors level of copier supplies (paper, toner, etc.) and reorders as needed.
 - Processes outgoing mail, adds postage, ensures packaging is adequate, and delivers to post office daily. Processes an accurate journal entry for cost share of postage.
 - Processes and reviews payroll and submits to Finance office.
 - Schedules and maintains appointments for SHIP.
 - Assists Business Director with logging accurate productivity hours for Medicare and Medicaid cost report.
 - Picks up mail, sorts, and distributes to appropriate CHDS offices.
 - Compiles and types a variety of memos and correspondence as requested.
 - 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: Completion of high school or GED, with 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 CHDS 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

related office equipment. Must have computer skills and know specified software programs and applications.

- 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 the CHDS.
- Confidential Data:** Has knowledge of phone messages, contacts, and CHDS 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.
- Environment:** Works in a normal business office environment which has frequent visitors and phone calls, creating slightly above average noise levels at times.
- 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. Maintains the security of the postage meter which could be costly if not properly monitored.
- Resourcefulness & 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.