RECEPTIONIST
Position Description

Program: Qualla Housing
Reports to: Manager - Construction

Division: Housing
Position Number: 971942003
Classification: Non-Exempt
Revision Date: 10/01/2022
Pay Level: 5
Safety Sensitive: No

PERFORMANCE EXPECTATIONS
In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE
Receives incoming phone calls, receive and transmit radio transmittals, prepares time sheets, receives contractor invoices, delivered packages, and issues purchase order numbers.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Records employees calling in reporting tardy or absent on a daily basis, and provides data to the appropriate department head.
- Receives phone calls, messages and directs them to appropriate office/personnel.
- Answers company radio system and transfers all communication.
- Types and prepares time sheets for issuance to construction crews.
- Receives time sheets and enters the correct charge codes.
- Prepares all leave sheets and ensures all appropriate signatures and procedures are correct.
- Performs general office functions including filing, answering telephone.
- Assists with employee attendance reports on a daily/weekly or as requested basis.
- Prepares and maintains files for employee attendance, tardiness etc.
- Receives and ensures all contractor invoices are properly dated and stamped when received.
- Assists development program manager (subject to others as needed) with scheduling of technical inspections and testing by other agencies.
- Coordinates lunch and phone answering activities with other office personnel.
- Maintains a neat and orderly work area including public entrance area.
- Issues purchase orders, process purchase orders, keep an accurate record of Service Requests in the absence of the construction administrative assistant.
- Accurately code Material Requisitions in the absence of the Supply Manager.
- Willing to accept other duties as assigned within his/her scope of work.

Scope of Supervision:
This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS
Experience: One (1) year of related experience required.

Education: High School Diploma or GED Equivalent required.

Licenses & Certifications: Valid, insurable NC Driver’s License required.

**KNOWLEDGE, SKILLS, & ABILITIES**

**Key Job Knowledge:**
- Must possess a working knowledge of personnel computers, copiers, complex phone systems, filing systems and good communication skills.
- Should become proficient with in a six (6) month period.
- Must be proficient in the use of word perfect and excel ability to speak clearly and effectively to attend to many items simultaneously and/or in sequence to plan.
- Will attend training sessions and other meetings as required/instructed.

**Safety/Accuracy Focus:**
A high degree of accuracy is imperative.

**Key Relationships:**
Interact with internal and external customers / clients in a polite and professional manner. Has frequent contact with employees, contractors, and directors. Works closely with employees, must present him/herself in a professional manner, actions and appearance.

**Resourcefulness & Initiative:**
Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Must take the initiative to work on his/her own with minor supervision, with the coworkers and departments.

**Discretion – Confidential Data:**
Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Little or none has limited access to files and reports.

**Complexity of Duties:**
This position includes completing tasks of varying complexity levels.

**PREFERRED QUALIFICATIONS**
No other preferred qualifications.

**WORK ENVIRONMENT**

**Work Environment:** Most work is performed in an office setting, and may be subject to extreme temperatures, conditions and terrain.

**Mental/Visual/Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Most work involves recurring tasks; each situation must be accessed and requires extreme concentration. Physical effort requires considerable sitting, typing, writing, conversing, communicating, must be able to sit, stand, walk, see, good eye/hand/ear/foot coordination is involved, and must pass a mandatory drug test and work a forty (40) hour week.
Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 “Indian Child Protection and Family Violence Prevention Act.”

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.
ACKNOWLEDGMENT

I have reviewed the content of the Receptionist position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name) ____________________________ Employee (signature) ____________________________

Date ____________________________

Supervisor (printed name) ____________________________ Supervisor (signature) ____________________________

Date ____________________________