

Five Sandoval Indian Pueblos, Inc

Position Classification and Description



POSITION TITLE: Receptionist/Clerk
CLASSIFICATION: Non-Exempt
DEPARTMENT: Administration
SUPERVISOR: WIOA Program Director

Position Summary:

Operates main telephone switchboard, receives and routes telephone calls appropriately, greets and directs visitors to appropriate staff. Performs some clerical tasks including typing, word processing, filing, copying and faxing.

Provides general office support with a variety of clerical activities and related tasks. Responsible for answering incoming calls, directing calls to appropriate staff, greeting the public, providing customer assistance, mail distribution, flow of correspondence, requisition of supplies as well as additional clerical duties.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties and Responsibilities:

1. Operates main telephone switchboard, directs calls and messages to appropriate staff.
2. Greets visitors, determines nature of business and directs to staff accordingly. Greets visitors in a professional, friendly, hospitable manner, determines nature of business and directs to staff accordingly.
3. Provides callers with general information such as company address, directions to the company location, company fax numbers, website and other related information.
4. Receives, sorts and forwards incoming mail and outgoing mail. Maintains and routes publications.
5. Coordinated the pick-up and delivery of express mail services (FedEx, UPS, etc.).
6. Assists in ordering, receiving, stocking and distribution of office supplies,
7. Performs clerical tasks such as typing, word processing, filing, copying, faxing, updating bulletin boards, etc.
8. Coordinates and performs the daily incoming and outgoing mail distribution. Provides support as needed to all administrative staff members.
9. Operates the use of a computer to produce correspondence and other documents.
10. Performs other related duties as assigned.

REQUIREMENTS:

- Excellent phone etiquette
- Excellent verbal communications skills
- Punctual
- Able to work with minimum supervision
- Customer service driven
- Able to multi-task
- Professional appearance
- Business casual

Minimum Qualifications:

High School graduate or equivalent (GED) with minimum one (1) year customer service experience. Experience with a multi-line telephone system and computer skills with a working knowledge of Windows, Microsoft, and/or similar software preferred. Must have a valid driver's license and be insurable through the organizations auto insurance carrier. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation including motor vehicle record check.

SUPERVISION EXCERCISED:

None

Human Resources Manager	Date
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Executive Director	Date
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