



JOB DESCRIPTION

Bishop Tribal Council
Bishop, California

Position: Administrative Receptionist
Supervised by: Administration Executive Secretary
Pay Range: T-3 \$12.36 - \$17.30 (\$25,708.80 - \$35,984.00) Annually
FLSA Status: Non-Exempt, Hourly, Full-Time

Position Summary: Under the general supervision of the Executive Secretary, the Administrative Receptionist is an important function in the image of the Tribal Organization; they will be the first point of contact for any person who reaches the Tribal Office either by phone or in person. The Administrative Receptionist will be responsible for performing receptionist and administrative duties at the Tribal Offices. As the first point of contact for the Tribal Offices, the Administrative Receptionist will display a high degree of poise and professionalism; and will become familiar in using the Paiute Language upon greetings.

Supervisory Responsibilities: None

Responsibilities:

- Greets all visitors and staff and will provide general information and direction as appropriate, the Administrative Receptionist will be required to be familiar with the management structure in regards to the location of Tribal Departments and titles of individuals within the Tribal Organization. Be able to handle sensitive information with discretion and confidentiality in the retention and dissemination of privileged information.
- Provides information and assistance to visitors and tribal members concerning requests for tribal services, applications for the following Land Assignment, Temporary Use Permits and other permits, Water/Sewer Hook-ups, DMV Registrations, and Sales Tax Exemptions for DMV, State Sales Tax, Use Taxes, Yosemite Passes and other necessary services.
- Answers incoming/outgoing telephone calls and routes calls to various departments and staff, records and forwards messages to the appropriate staff.
- Receives and logs and sorts incoming and outgoing mail, assists when mass mailings are necessary, faxes and packages, using Excel spreadsheet and distributes appropriately.
- Prepares and files documents and letters as needed. Copies materials for Administrative staff as needed
- Schedules Tribal staffs' usage of Tribal Chambers and the Community Center along with maintaining the calendar of events/meetings for each building.

- Maintains the lobby's information area in a clean and orderly manner and the wooden display for forms and literature stocked.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Decision Making - the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
- Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations.
- Customer Oriented – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- Time Management—the individual prioritizes and plans work activities and use time efficiently and develop realistic action plans.
- Detail Oriented—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Reliability—the individual is consistently at work and on time, follows instructions, responds to management's direction and solicits feedback to improve performance.
- Organized—the individual keeps clean and organized workspace and projects.
- Motivated—the individual inspires self and others to get the job done and follow through on tasks.

Experience and Education:

- Completion of a high school diploma or GED; two to three (2-3) years in clerical and administrative capacity, including previous reception duties in a similar position.
- Knowledgeable of computer hardware and software applications; MSWord, Excel. Possess the following technical skills; word processing, internet competencies, database/spreadsheet knowledge.
- Experience in using general office equipment such as: facsimile machine, spiral binder machine, 10-key calculator and copier/scanner.
- The individual must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain a cultural sensitivity.

Other Requirements:

1. Experience in general clerical work; filing, typing and answering multi-line phone system.
2. Performs a number of other administrative duties such as; appointment scheduling for other Tribal Staff and Managers.
3. Must have excellent interpersonal skills, and display a high attention to detail, and be highly organized.
4. Assist other Tribal Staff in handling overflow work, may be called to stand in for absent employees in the administrative capacity.
5. Must possess accurate keyboard skills and be able to type quickly and accurately.
6. Must be able to work independently and exercise initiative, tact and good judgment in administrative matters, must have good listening skills are a must, as you will have to decide on the right information to provide guests and/or staff based on the information given.
7. Must have excellent verbal and written communications skills and will be able to communicate with guests and staff in a concise and clear manner.
8. Must be able to deal with various individuals, groups, and organizations and be able to cope with stressful situations in an effective manner.
9. Must have a valid California Driver's License and be insurable under the Tribe's insurance.
10. Comply with the Drug-Free Workplace Policy and a Criminal Background Investigation and will submit to any random drug testing while employed.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____

Indian Preference:

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws