



Job Title: Receptionist
Department: Administration
Reports to: Administrative Services Director
FLSA Status: Non-Exempt
Salary Grade: \$18.70-\$24.31
Location: Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Administrative Services Director, the Tribal Administrative Receptionist is responsible for answering incoming phone calls and distributing incoming mail. The receptionist also performs clerical duties in support of Tribal administration, including facilitating internal reviews, managing purchase orders, making travel arrangements, and scheduling meetings, while functioning as the initial point of contact for the Coquille Indian Tribe (CIT) Administration Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Primary employee to answer incoming calls for North Bend Administration Building; routes, screens and directs as appropriate. Provides information to callers; takes and relays messages; greets persons entering front lobby; and directs or introduces persons to correct destination. Deals with queries from internal and external customers, both Tribal and non-Tribal, and attempts to track staff movements in and out of office.
2. Maintains phone voice messaging system and updates primary greeting and all necessary temporary greetings for business closures.
3. Assists in opening and closing tasks for the CIT Administration building with respect to lobby lights, unlocking and locking doors, and office equipment. Creates closure signs to notify visitors when the administration building will be closed.
4. Make lunch arrangements for groups or meetings. May need to deliver lunches or other items to Kilkich or local businesses.
5. Facilitates the internal review process across all CIT departments. Creates file and folder pathways within shared drive for each individual review.
6. Manages purchase orders; creates purchase orders, tracks purchase order budget, and gathers necessary vendor documentation to accompany purchase order request.
7. Supports and assists Executive Leadership and other direct report staff with clerical and administrative functions.
8. Maintains CIT phone Directory.
9. Maintain postage meter and all postage supplies and process mailings. Maintains open purchase orders for all office supplies and expenditures.
10. Schedules meetings; maintains electronic master calendars for Tribal court room, Tribal Council chambers, S.W. conference room, and conference call calendar,
11. Manages travel arrangements and processes expense reports and check requests.

12. Maintains professional standards of confidentiality when handling all verbal and written information and communications.
13. Maintains a clean reception area and breakroom, including supplies, cups, dishwasher, etc.
14. Responsible for knowing the basic operation and troubleshooting of the copier, postage machine, and fax machine.
15. Assists Tribal Members with Natural Resources permits. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job. Each shift may be required to perform the tasks of the other shift as necessary and directed.

PHYSICAL DEMANDS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and stooping, kneeling, crouching, or crawling. Requires occasional standing, walking, climbing or balancing. The employee will be required to walk short distances while carrying packages that occasionally may weigh up to 30 lbs. Work is generally performed in an office setting and occasionally outdoors. Occasional evening and weekend work are required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
5. Knowledge of administrative and clerical procedures.
6. Knowledge of the concepts and requirements of managing and maintaining confidential information and communications.
7. Ability to work with mathematical concepts such as basic arithmetic.
8. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.
9. Ability to organize, set priorities and exercise sound independent judgment within areas of responsibility. Knowledge of customer service principles and practices to meet and interact professionally with the public
10. Ability to organize and maintain computerized and non-computerized filing and retrieval systems.

QUALIFICATIONS

1. High School Diploma or GED is preferred.
2. Demonstrable proficiency of Microsoft Office, including Word, Excel, PowerPoint and Outlook.
3. Knowledge of customer service principles and practices to meet and interact professionally with the public is required.

4. One (1) year demonstrable experience as receptionist operating a multi-line phone system preferred. Must be comfortable working independently with numerous phone and in-person interruptions and able to complete assignments on-time without extensive supervision.
5. Office assistant experience preferred.
6. Must possess a pleasant and professional voice while answering all phone calls and dealing with others.
7. Must possess a positive attitude, be attentive, show initiative, be dependable and flexible, all with a pleasant demeanor.
8. Current and valid Oregon Driver's license in good standing with no insurability issues from the Tribe's insurance carrier is required.