



# DELAWARE TRIBE OF INDIANS

## JOB DESCRIPTION

**Position:** Receptionist  
**Department:** Family & Children Services  
**Employment Status:** Regular  
**Class:** Full-Time  
**Location:** Bartlesville, OK  
**Immediate Supervisor:** Finance & Operations Manager

### **General Description:**

The primary role of the receptionist is to be the first point of contact for clients and direct them to the correct staff. This includes contacts via phone, email, and in person.

### **Minimum Qualifications:**

Minimum 1 year of secretarial/administrative experience; Associate's Degree in related field preferred. Excellent organizational skills, time management, and detail oriented thinking. Skilled in working with sensitive issues and committed to respecting the confidential nature of the work. Ability to work effectively with clients of diverse sexual orientations, races, ethnicities, cultures, religions, and socioeconomic backgrounds. Demonstrated problem-solving approach. Proficient in data collection and reporting. Superb written and oral communication skills. Ability to represent the tribe and the program in a professional and helpful manner. Familiarity with Microsoft Office and business equipment.

### **Job Responsibilities:**

Responding to all customer inquiries in a polite and timely manner.

Assisting distressed or agitated clients in a calm and supportive manner.

Listening to clients' needs and determining the correct staff member to contact to assist them.

Answering phone calls and transferring them to the correct staff if necessary.

Assist clients through the check-in process.

Distribute and receive program applications.

Receive mail, packages, and child support payments.

Other duties as assigned by the director or finance & operations manager.