



# **DELAWARE TRIBE OF INDIANS**

## **JOB DESCRIPTION**

**Position:** Receptionist

**Department:** Administrative Services

**Employment Status:** Regular

**Class:** Full-Time

**Location:** Bartlesville

**Immediate Supervisor:** Administrative Assistant to the Chief

**Date Prepared:** 7/29/2013

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### **GENERAL DESCRIPTION:**

The receptionists employed by the Delaware Tribe of Indians answers inquiries and obtains information for the general public, tribal members, visitors, and other interested parties. They also provide information regarding activities conducted by the Delaware Tribe of Indians; location of satellites, departments, offices, and employees within the tribal government.

### **QUALIFICATIONS:**

High school diploma or GED

Must become proficient in ESI phone network within thirty days of hire

Requires a high level of multi-tasking ability

Requires a high level of personal integrity and ethics

Requires a high level of problem solving and organization skills

Requires willingness and ability to learn new skills, including travel to conferences and training sessions.

Requires ability to use Microsoft Office Suite programs

Requires good interpersonal, communication and teamwork skills.

Requires a high level of confidentiality

Requires excellent verbal and written communication skills

Must have own transportation and clean driving record- may be required to drive GSA vehicle or tribal vehicle to meeting or training.

**DUTIES AND RESPONSIBILITIES:**

Collect, log in, sort, distribute and prepare mail, messages, and courier deliveries.

File and maintain records

Transmit information or documents to customers using computer, mail, or facsimile machine

Greet personas entering tribal buildings, determine nature and purpose of visit, and direct or escort them to specific destinations.

Provide information about the Delaware Tribe, and Tribal headquarters and satellites such as location of offices, tribal employees, and services provided.

Operate the telephone switchboard to answer, screen and forward calls, providing information, taking messages, and scheduling appointments.

Process and prepare memos, correspondence, or other documents.

Schedule appointments, and maintain and update appointment calendars.

Perform administrative support services such as proofreading, transcribing handwritten information, and operating calculators or computers.

Other duties as assigned by the Administrative Assistant to the Chief.