



# DELAWARE TRIBE OF INDIANS

## JOB DESCRIPTION

<b>Position:</b>	Receptionist
<b>Department:</b>	Administration
<b>Employment Status:</b>	Regular
<b>Class:</b>	Full-Time
<b>Location:</b>	Bartlesville, OK
<b>Immediate Supervisor:</b>	Tribal Operations Manager

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### **GENERAL DESCRIPTION:**

Answer inquiries and obtain information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at establishment; location of departments, offices, and employees within the tribe.

### **QUALIFICATIONS:**

High school degree

Proven work experience as a Receptionist, Front Office Representative or similar role

Proficiency in Microsoft Office Suite

Hands-on experience with office equipment (e.g. fax machines and printers)

Professional attitude and appearance

Solid written and verbal communication skills

Ability to be resourceful and proactive when issues arise

Excellent organizational skills

Multitasking and time-management skills, with the ability to prioritize tasks

Customer service attitude

**DUTIES AND RESPONSIBILITIES;**

Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.

Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.

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

Collect, 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.

Process and prepare memos, correspondence, travel vouchers, or other documents.

Schedule appointments, and maintain and update appointment calendars.

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

Other duties assigned by Tribal Operations Manager.