



## Cow Creek Government Office

### Position Description

**Position Title: Facilities Assistant / Front Desk Reception**

**Reports To: Facility Director & Tribal Executive Assistant**

**FLSA Designation: Non-Exempt**

**Date Written/Revised: 11/13/16**

#### **POSITION PURPOSE:**

Facilities Assistant - Provides administrative, clerical and building maintenance support to the Facility Director. Duties require independent judgment with an understanding of Facilities Department functions. Handles confidential and sensitive information related to a wide variety of topics.

The Front Desk - Receptionist must maintain a Professional appearance when greeting our Members and Guests of the Tribe in a friendly and inviting manner. The position also requires excellent organizational skills to maintain files, schedule appointments, and keep accurate records of incoming calls, mail, fax, and employee in and out schedules. Proficiency is also required with use of a multi-line phone system and standard office equipment including computer related hardware and software.

#### **ESSENTIAL FUNCTIONS:**

- Perform general office duties and clerical support to Facility Director.
- Develops and maintains an efficient filing system to make updating and retrieving files easier.
- Ensures accuracy of information by proofing data prior to copying and disseminating.
- Enters check requests into the accounting system.
- Duplicates, assembles and distributes a variety of documents.
- Maintains confidentiality information in verbal, written and electronic information. Limits access to information on a job-related, need-to-know basis.
- Learn and maintain non-capital equipment inventory data base software.
- Greet and announce guests in a professional manner.
- Answer and route calls on a multi-line phone system
- Take complete and accurate messages.
- Cover lunches at Front Desks' daily and fill in as needed.
- Receive, post, and distribute all incoming mail.
- Maintain outgoing mail log and postage meter.
- Order and maintain general inventory of office supplies in reception area and supply room.
- Maintains a general knowledge of all program staff to direct calls appropriately.
- Generates professional correspondence at all times.
- Assist with pre-approved projects with office/program staff as necessary.  
(Stuffing envelopes, generating labels, typing, binding reports, filing, copying)
- Assist in areas requiring special needs as assigned by CEO /GOO.
- Assist with Tribal Newsletter mailing.
- Other duties, as required.

## **QUALIFICATIONS:**

- High School Diploma or GED required.
- 1 year experience working in a professional office environment.
- At least 1 year front desk experience with multi-line phone system.
- Intermediate skills with Microsoft applications required, including Word, PowerPoint and Excel.
- Ability to type 60+ wpm.
- Must have excellent organization skills as well as be able to multi-task.
- Must be able to perform tasks with speed and accuracy.
- Must possess excellent communication skills, including verbal and written.
- Possess the ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Requires the ability to independently perform all of the duties of the position efficiently and effectively.
- Understanding of accounting systems and controls, accurate data entry skills.
- Strong filing and organizational/prioritization skills.
- Ability to adjust to quickly changing duties and assignments.