



Cow Creek Government Office

Position Description

Position Title: Front Desk Reception

Department: Administration

Reports To: Tribal Administrator Assistant

FLSA Designation: Non-Exempt

Date Written/Revised: 03/02/12

POSITION PURPOSE:

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, scheduling 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, standard office equipment including computer related hardware and software.

ESSENTIAL FUNCTIONS:

- Greet and announce guests in a professional manner.
- Take complete and accurate messages.
- Receive, post, and distribute all incoming mail.
- Maintain outgoing mail log and postage meter.
- Order and maintain general inventory of office supplies.
- 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)
- Maintains accurate master address files.
- Assist in areas requiring special needs as assigned by CEO /GOO.
- Assist with Tribal Newsletter production, printing and mailing.

QUALIFICATIONS:

- High School Diploma or GED.
- Demonstrated knowledge of word processing, office machines, and multi-line phone system.
- At least 2 years front desk experience with multi-line phone system.