



# Cow Creek Government Office

## Position Description

**Position Title:** Front Desk Reception

**Department:** Communications

**Reports To:** Communications and Marketing Manager

**FLSA Designation:** Non-Exempt

### POSITION PURPOSE:

The Cow Creek Band of Umpqua Tribe of Indians is looking for a bright, energetic personality to join the Front Desk Receptionist team. Our ideal candidate is a solution-oriented person who finds enjoyment with organizational tasks and maintaining excellent relationships with coworkers. The Front Desk Reception Team is the primary welcoming party that greets all guests either visiting or calling the Tribal Government, upholding professionalism, maturity, and respect for others at all times. Front Desk team members are responsible for keeping an up-to-date schedule of all property meeting spaces, preparing outgoing mail, receiving incoming deliveries, stocking the campus with supplies, and being generally informed on upcoming events, classes or deadlines so as to properly answer questions when inquiries come in. Proficiency is also required with the use of a multi-line phone system, and standard office equipment including computer related programs and applications.

### ESSENTIAL FUNCTIONS:

- Welcome all guests and callers in a professional manner
- Monitor on-property visitors by issuing ID badges
- Understand general knowledge of Tribal Government positions so as to transfer inquires appropriately
- Maintain accurate files as needed, always with attention to detail
- Keep incoming call log, as well as record complete and accurate messages in someone's absence
- Receive, post, and distribute all incoming mail
- Maintain outgoing mail log and postage meter
- Ensure marketing materials promoting Tribal programs in Reception lobbies are stocked and up to date
- Order, organize and maintain general inventory of office supplies
- Generate professional correspondence at all times
- Assist with completing monthly Tribal Newsletter mailing, as well as other Tribal member mailings
- Assist with projects from staff as necessary (Stuffing envelopes, generating labels, typing, binding reports, filing, copying)
- Assist in areas requiring special needs as assigned by CEO or other officers, directors or managers.

**QUALIFICATIONS:**

- Enthusiastic ability to learn quickly, look for solutions, and welcome additional projects
- High School Diploma or GED
- Demonstrated knowledge of multi-line phone system, word processing, and other office equipment.