Federated Indians of Graton Rancheria

6400 Redwood Drive, Suite 300, Rohnert Park, CA 94928 ▪ 707-566-2288 ▪ www.gratonrancheria.com

RECEPTIONIST

Position Description

Department:	Administration	**Reports to:**	Executive Director of Governmental Operations
Pay Range:	$17.00 - DOE	**Effective Date:**	January 1, 2018
Hours/week:	40	**Revised Date:**	January 6, 2020
Classification:	Non-exempt	**Type:**	Full-time

MISSION STATEMENT

The Federated Indians of Graton Rancheria exists to exercise our inherent sovereign powers, customs and traditions; to perpetuate our unique native heritage; to preserve and protect the rights and privileges of our Tribe; to establish justice in the conduct of Tribal affairs; to work for the social and economic betterment of all citizens; and foster the value of education.

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Federated Indians of Graton Rancheria are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Interact in an honest, trustworthy and respectful manner with Citizens, employees, visitors and vendors.
- Comply with the Tribe's policies and procedures.
- Display respect and understanding of the Tribe's culture, traditions and values.
- Maintain a current insurable driver's license.

POSITION PURPOSE

Under the direct supervision of the Executive Director of Governmental Operations, the Receptionist performs a variety of administrative and clerical tasks, and coordinates and oversight of the Tribal Office front lobby.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

1. Answers telephones promptly and professionally and transfers calls to appropriate staff members.
2. Meets and greets customers and visitors; ensures that visitors sign in.
3. Provides assistance as needed and creates an inviting atmosphere.
4. Receives and signs for certified mail, packages, forms, applications and other items; logs and date stamps the items and routes to appropriate staff.
5. Ensures adequate levels of paper are in Receptionist area for fax machine and copier; maintains ink and toner supply for all machines; maintains adequate levels of office supplies; maintains neatness of children's play area; and orders supplies as needed.
6. Monitors the elevator security camera in collaboration with the Security Officer, and notifies appropriate personnel if potential problem is suspected.

7. Maintains the central office calendar, schedules meeting rooms, issues appointment reminders, notifies staff of dual scheduling and/or availability of expected participants, verifies attendance, and distributes cancellation notices.

NON-SUPERVISORY RESPONSIBILITIES

MINIMUM MANDATORY QUALIFICATIONS

Experience:	• One year of relevant work experience AND
Education:	• High School Diploma or equivalent (GED)
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	• Ability to handle confidential client and employment information with tact and discretion • Ability to answer and operate multiple phone lines • Ability to work with frequent interruptions and the ability to work effectively under pressure • Ability to take direction from, and support, multiple professional staff • Ability to develop and maintain positive relationships with staff, Tribal Council, consultants, and agency representatives. • Ability to operate a computer and general office equipment • Ability to use Microsoft Office Suite (Word, Excel, PowerPoint, etc.) and internet software, and handle storage of electronic files appropriately • Knowledge of the needs of Native American values and culture • Knowledge of office administrative tasks, protocols and follow policy • Knowledge of office procedures and office equipment, and experience in maintaining filing systems • Must have strong communication skills and the ability to communicate with others, both verbally and in writing • Must have strong orientation to detail and excellent organizational skills • Must have a record of satisfactory performance in all prior employment as evidenced by positive employment references from previous employers • Must be able to perform other duties, as assigned

WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with Citizens, employees, vendors and staff.

Mental demands:	There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various topics and, at times, complicated issues.

TRIBAL AND INDIAN PREFERENCE

The Federated Indians of Graton Rancheria is a federally recognized Indian tribe and, in accordance with the Tribe's human resources policies, has adopted and implemented a Tribal and Indian Preference Employment Statute. Pursuant to this Statute, Federated Indians of Graton Rancheria shall give preference in hiring in the following order of priority: (1) Citizens of the Federated Indians of Graton Rancheria, (2) All Native Americans who are members of or affiliated with a California Indian Tribe with ties to Marin and Sonoma Counties, (3) All Native Americans who are members of or affiliated with any other California Indian Tribe, and (4) All other Native Americans who are members of a Federally Recognized Indian Tribe.

Aside from employment preference as provided in this section, the Federated Indians of Graton Rancheria does not discriminate because of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability, or political affiliation.

OTHER

Confidentiality:	All employees must uphold all principles of confidentiality to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
Background investigation:	This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
Drug screening:	All applicants must successfully pass a pre-employment drug and alcohol screening prior to beginning employment and will be subject to reasonable-suspicion drug testing.

Disclaimer: ***The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.***

RECEPTIONIST

Position Description

ACKNOWLEDGEMENT

I have reviewed the content of the **Receptionist** position description and have been provided a copy of the position description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

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_____

_____ _____

Employee (printed name) *Employee (signature)*

_____

Date

_____ _____

Supervisor (printed name) *Supervisor (signature)*

_____

Date