



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

## RECEPTIONIST

### *Position Description*

<b>Department:</b>	Administration
<b>Pay Range:</b>	\$19.71 - \$24.03
<b>Hours/week:</b>	40
<b>Classification:</b>	Non-Exempt

<b>Reports to:</b>	Administration Office Manager
<b>Effective Date:</b>	January 1, 2018
<b>Revised Date:</b>	November 22, 2021
<b>Type:</b>	Full-time

### MISSION STATEMENT

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

### POSITION SUMMARY

*The Receptionist performs a variety of administrative and clerical tasks and coordinates the oversight of the Tribal Office lobby area.*

### JOB DUTIES AND RESPONSIBILITIES

The following duties are considered essential for this job classification:

- Answers telephones promptly and professionally; transfers calls to appropriate staff members.
- Meets and greets customers and visitors; ensures that visitors sign in and out.
- Assists visitors as needed while creating an inviting, professional atmosphere.
- Receives and signs for certified mail, packages, forms, applications, and other items, logs, date stamps and routes items to appropriate staff.
- Ensures adequate levels of office supplies are ordered, stocked, and organized in appropriate areas; maintains ink and toner supply for copy machines.
- Maintains cleanliness, and neatness of lobby and first floor shared areas.
- Works with administrative staff in multiple departments to coordinate visitor and vendor schedules.
- Keeps shared room calendars up to date with appointments.
- Updates security on daily office schedules and appointments.
- Copies, faxes, and scans confidential information.
- Assists with the preparation of credit card reconciliations for the Administration Office Manager and requisitions for payment.
- Processes invoices for payment and prepares requisitions for payment.
- Prepares mailing and shipping labels.
- Works with administrative staff and supervisor on special projects and mailing; prepares mailing and shipping labels.
- Performs other duties, as assigned.

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### QUALIFICATIONS

Knowledge of: Modern office procedures and practices; organizational procedures; correct punctuation, spelling, and grammatical usage; basic business arithmetic; modern office equipment including personal computers, computer terminals and business software, multi-line telephones, copiers, and postage machines; manual filing and/or electronic filing, indexing, and cross-referencing methods; financial record keeping and reference sources.

Ability to: Adhere to strict rules of confidentiality, plan, and coordinate reception or clerical functions, exercise sound judgment, multi-task, and have excellent time management, planning, organizational, and communication skills, establish and maintain cooperative working relationships with FIGR Tribal Citizens, employees, Tribal Council, consultants and vendors; demonstrate cultural competency and awareness; exhibit cultural awareness and sensitivity to Native American values and cultures.

License: Must possess a valid driver's license and be insurable under the Tribe's policy.

### EXPERIENCE AND EDUCATION

Experience: Minimum of one (1) year of equivalent work experience in office reception or administration.

Education: High School Diploma or equivalent (GED) required. Additional specialized administrative or customer service training is desirable.

### WORK ENVIRONMENT

Environment: The work environment characteristics described herein 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. (Limited travel during Covid-19 Pandemic)

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. Talking and hearing are essential to communicate with FIGR Citizens and officials, employees, and vendors.

### 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 shall not discriminate because of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability, or political affiliation.

In performance of their respective tasks and duties, all employees of the Federated Indians of Graton Rancheria ("FIGR") 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 FIGR Citizens and officials, other employees, visitors, and vendors.
- Comply with the Tribe's policies and procedures.
- Display respect and understanding of the Tribe's culture, traditions, and values.

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### 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 and alcohol screening:** All applicants must successfully pass a pre-employment drug and alcohol screening prior to beginning employment and are subject to reasonable-suspicion drug or alcohol testing.
- COVID-19:** All applicants must successfully pass a pre-employment Covid-19 test prior to beginning employment. FIGR requires all employees to be fully vaccinated against covid-19 and its variants; all employees must provide proof of vaccination prior to employment.

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**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.

### ACKNOWLEDGMENT

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*