



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

RECEPTIONIST

Position Description

Department:	Administration
Pay Range:	\$19.71 - \$25.87 Per Hour
Hours/week:	40
Classification:	Non-exempt

Reports to:	Office Manager
Effective Date:	January 1, 2018
Revised Date:	November 28, 2022
Type:	Full Time

MISSION STATEMENT

The Federated Indians of Graton Rancheria Tribe ("FIGR" or "Tribe") 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 the Tribe; to establish justice in the conduct of tribal affairs; to work for the social and economic betterment of all Tribal Citizens, and to foster the value of education.

POSITION PURPOSE

The Receptionist is responsible for providing excellent customer service to Tribal Citizens, elected tribal officials, all FIGR employees, and other outside guests and/or vendors. The receptionist will efficiently answer and re-direct a high volume of calls to the appropriate department and will perform other administrative and clerical tasks.

SUPERVISORY RESPONSIBILITIES

Not Applicable

JOB DUTIES AND RESPONSIBILITIES

The following job duties and responsibilities are considered essential for this position.

- 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 and requisitions for payment.
- Prepares mailing and shipping labels.
- Works with administrative staff and supervisor on special projects and mailing; prepares mailing and shipping labels.

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- Performs other duties, as assigned.

QUALIFICATIONS

Experience: One year of relevant work experience.

Education: High School Diploma or equivalent (GED).

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

Knowledge of: Modern office procedures and practices; correct punctuation, spelling, and grammatical usage; basic business arithmetic; modern office equipment including personal computers, Microsoft Office Suite, and other software.

Ability to: Display respect and have an understanding of the Tribe's culture, traditions, and values; demonstrate cultural competency, awareness, and sensitivity; understand and apply applicable Federal and Tribal laws, regulations, policies, procedures, and program standards; demonstrate problem solving and decision-making skills; understand and follow verbal and written instructions; be detail oriented; demonstrate excellent verbal and written communication skills; handle multiple tasks under strict timelines and shifting priorities; plan and coordinate various and complex projects; operate standard and modern office equipment; work efficiently and effectively under deadlines; exercise sound judgment and discretion; comply with the Tribe's policies and procedures; and interact in an honest, trustworthy, and respectful manner with FIGR Tribal Citizens, Tribal Council and other officials, employees, visitors, and vendors.

WORKING CONDITIONS

Environment: The work environment characteristics described herein are representative of those an employee may encounter while performing the job duties and responsibilities 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.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the job duties and responsibilities 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 vehicles. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities include reading, distance, and computer usage. Talking and hearing are essential to communicate with FIGR Citizens, Tribal Council, officials, employees, and vendors.

TRIBAL AND INDIAN PREFERENCE

FIGR 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, FIGR shall give preference in hiring in the following order of priority: (1) FIGR Tribal Citizen, (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 age, creed, gender, race, sexual orientation, gender expression, gender identity, national origin, color, religion, genetic information, marital status, pregnancy, disability, disabled veteran status, or military service.

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 will 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 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.

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Drug and Alcohol Testing: All applicants must successfully pass a pre-employment drug and alcohol test prior to beginning employment and may be subject to reasonable-suspicion drug and alcohol testing.

COVID-19: All applicants must successfully pass a pre-employment COVID-19 test prior to beginning employment.

Disclaimer: *The information on this position description indicates the general nature and level of work performance for an employee 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 can perform the job duties and responsibilities of this position as outlined in this position description, with or without reasonable accommodation(s).

Describe any accommodation(s) required to perform these job duties and responsibilities:

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date