



TRIBAL PERSONNEL DEPARTMENT

JOB TITLE: Front Office Receptionist
SUPERVISOR: Tribal Roads Administrative Supervisor
LOCATION: Tribal Roads Department
POST DATE: September 4, 2020
CLOSING DATE: September 18, 2020

General Description: The primary responsibility of this position is to provide general office and phone support with a variety of clerical activities and related tasks for all of the programs located in the Roads office building (Roads, Elder Home Rehab, Transit, Auto Maintenance, Park & Rec, Elder Snow Removal, Firewood Program, and Construction). The Receptionist will be responsible for answering incoming calls, mail distribution, and cash handling as well as additional light clerical and accounts payable/purchasing duties.

Qualifications: High School Diploma or equivalent is required. Associates degree preferred in Administrative related field. Demonstrated experience in miscellaneous front office skills including reception, data entry and cash handling.

Salary: \$13.00-\$15.00 per hour/ dependent on qualifications & experience.

How to Apply: Submit your application for employment and a notarized Release of Information by the deadline. Applications and detailed job descriptions can be obtained via Lac du flambeau Tribal website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Front Office Receptionist

B. DEPARTMENT: Tribal Roads Department

C. SUPERVISOR'S TITLE: Administrative Supervisor

D. DESCRIPTION OF DUTIES: The primary responsibility of this position is to provide general office and phone support with a variety of clerical activities and related tasks for all of the programs located in the Roads office building (Roads, Elder Home Rehab, Transit, Auto Maintenance, Park & Rec, Elder Snow Removal, Firewood Program, and Construction). The Receptionist will be responsible for answering incoming calls, mail distribution, and cash handling as well as additional light clerical and accounts payable/purchasing duties. Specific responsibilities include but are not limited to:

- Answer phones.
- Route calls to specific people.
- Answer inquiries about the department and programs.
- Greet visitors.
- Ensure reception area is tidy.
- Coordinate mail flow in and out of office.
- Cash handling when necessary.
- Send email and faxes.
- Collect and distribute parcels and other mail.
- Perform basic filing, and clerical duties.
- Take and relay messages.
- Update appointment calendars.
- Assist with accounts payable & purchasing tasks as needed.

E. POSITION RELATIONSHIPS:

- 1. Internal:** Frequent contact with customers and visitors, as well as suppliers, vendors providing services.
- 2. External:** Occasional contact with other Departments such as Forestry, Historic Preservation. Occasional contact with Federal, State and local government departments of transportation, road maintenance etc.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Minimal supervision by Administrative supervisor.

H. EDUCATION: High School Diploma or Equivalent is required. Associate degree preferred in Administrative related field.

I. EXPERIENCE: Demonstrated experience in miscellaneous front office skills including reception, data entry and cash handling.

J. SKILLS & REQUIREMENTS:

1. Reception:

- Greet and direct visitors and customers in a courteous and professional manner.
- Answer phones and direct to appropriate employees.
- Take clear and adequate messages.
- Maintain an orderly filing system.

2. Data Entry:

- Ability to use all programs within the Microsoft Office Suite, especially Word and Excel.
- Must be able to accurately enter and retrieve data in a timely manner.
- Experience with QuickBooks Enterprise is an asset, but not required.

3. General office skills:

- Excellent communication (oral and written), interpersonal and time management skills, as well as the ability to handle multiple tasks simultaneously.
- A self-starter requiring minimal supervision.
- Charismatic personality with exceptional people skills.

K. WORKING ENVIRONMENT:

Work conditions: Majority of responsibilities are performed in a normal office environment.

Exposure to hazards: May have occasional exposure to fuels, oils, and chemical cleaners typically around heavy equipment.

Physical Requirements: Standing, sitting, walking, and some light lifting.

L. BEHAVIOR: The vision, goals, and objectives of the Lac du Flambeau band of Lake Superior Chippewa Indians requires the Front Office Receptionist to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers, and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Criminal background check applicable to the job description. Must have a valid WI driver's license and reliable vehicle. Must submit to and pass a drug test prior to commencing employment and random thereafter. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lake du Flambeau Band of Lake Superior Chippewa Indians.