



Job Announcement

JOB TITLE: Receptionist

LOCATION: 4520 N. Central, Phoenix

GRADE: Full time - Exempt

SALARY: DOE

HOURS OF WORK: Full Time, Monday – Friday, some evenings and weekends

CLOSING DATE: Open Until Filled

DUTIES: Initial contact for Phoenix Indian Center customers and visitors. Provides excellent internal and external customer service via telephone and in person. Interact with diverse internal and external customers in a professional manner. Provides clear and concise information about Phoenix Indian Center programs, will work as a two-person team. Ability to handle multi line telephone. Familiar with MS software programs (Word, Excel and Outlook). Receive incoming telephone calls, transfer calls to appropriate staff member. Take accurate messages as necessary, transmit information to staff member via email. Greet and direct visitors to appropriate program and/or staff member. Maintains and updates some staff appointments on the MS Outlook Calendar. Schedules initial appointment for customers. Refers customers to appropriate external programs or services as appropriate. Provides assistance to those customers who require help in the Computer Resource Area. Prepare and sent out faxes as required for customers and staff. Compose correspondence. Help to keep the Customer Resource Area updated. Input customer sign in information to the Bear Tracks system. Distribute job announcement information verbally and to potential applicants. Distribute and respond to requests of Center program department information verbally and in writing, including Special Events. Other duties as assigned.

REQUIREMENTS: High School Diploma or GED, some college preferred. Knowledge of computer operations and MS software (Word, Excel, Outlook, etc.) Excellent customer service skills. Able to maintain professional working relationships with staff. Must be reliable and able to report to work at 8:00 AM. Good oral and written communication skills. Ability to type 40 to 50 WPM. Familiar with social and economic needs of off reservation American Indians. Able to multi-task. Able to work with confidential material. Valid Fingerprint Card.

PREFERENCE:

In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference, a copy of tribal affiliation must be submitted with resume and supplemental information form.

Note - All staff requirement(s):

- Must have or be able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card within 90 days of employment
- Dependable transportation, valid driver's license, and automobile insurance coverage in compliance with Center requirements
- Must be available to work evenings and weekends

CLOSING DATE: Open until filled.

SUBMIT CURRENT RESUME INCLUDING SUPPLEMENTAL INFORMATION TO:

Phoenix Indian Center Personnel

cortiz@phxindcenter.org

602-264-6768 Ext 2103

SUPPLEMENTAL INFORMATION FORM CAN BE FOUND ON:

www.phxindcenter.org

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