



**JOB TITLE:** Receptionist

**DATE WRITTEN:** January 2024

**FUNCTIONAL AREA:** Administration

**DATE APPROVED:** January 2024

**REPORTS TO:** Support Services Manager

**PREPARED BY:** Director of Operations

**GRADE:** Full time – Non-Exempt

**SALARY:** \$31,500 - \$37,500

**JOB SUMMARY:**

The Receptionist is the first point of contact for our company. This position will manage the lobby, welcome guests and greet people by providing a positive first impression of the organization. The Receptionist will coordinate front-desk activities, including distributing correspondence and redirecting phone calls, and provide administrative support across the organization.

**MAJOR FUNCTIONS:**

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls with courtesy and accuracy while providing basic and accurate information in-person and via phone/email
- Ensure reception area is tidy and presentable
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook)
- Manage Conference, Classroom and Client Room use and schedule meetings
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Ensure meeting rooms are stocked with water, Kleenex and other items as appropriate
- Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or Equivalent plus 2 years experience, or any equivalent combination of diploma plus experience
- Work experience as a Receptionist, Front Office Representative or similar role
- Strong written and verbal communication skills
- Excellent customer service attitude
- Maintain a professional appearance and demeanor
- Must possess patience, a cheerful disposition, enthusiasm and the ability to deal tactfully with individuals from all walks of life
- Proficiency in Microsoft Office Suite, especially Word, Excel, and Outlook
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Ability to be resourceful and proactive when issues arise
- Multitasking and time-management skills, with the ability to prioritize tasks
- Well organized, dedicated, reliable and flexible

## **PREFERENCE:**

In accordance with the Indian Preference Policy, 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 at time of hire or be able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card *within 90 days of employment*
- Must have dependable transportation, valid driver's license, and automobile insurance coverage in compliance with the organization's requirements
- Must be available to work evenings and weekends

## **SUBMIT CURRENT APPLICATION PACKET TO INCLUDE:**

- A complete Application Packet includes (1) cover letter, (2) resume (3) supplemental information form
- Via Email: [info@phxindcenter.org](mailto:info@phxindcenter.org)
- Mail Service: PHOENIX INDIAN CENTER, INC. - Personnel | 4520 North Central Avenue, Suite 250 | Phoenix, Arizona 85012
- PH: 602-264-6768 | FAX: 602-274-7486
- [www.phxindcenter.org](http://www.phxindcenter.org) Click on Contact Us
- NOTE: Supplemental Information Form can be found at [www.phxindcenter.org/employment/](http://www.phxindcenter.org/employment/)