

**YUROK TRIBE-JOB DESCRIPTION**  
**Client Services Department Receptionist**

Job Title:	<b>Client Services Receptionist</b>				
Job Grade	<b>4/5</b>	FLSA Status:	<b>Non-Exempt</b>	Location:	<b>All service areas</b>
Department:	<b>Client Services Department</b>		Division:	<b>NER-GERY 'Oohl', Helping Yurok People - Health &amp; Human Services</b>	
Reports To:	<b>Operations Manager</b>				
ALL HIRING IS SUBJECT TO THE YUROK TRIBE'S HIRING PREFERENCE					
Salary Range:	<b>\$18.15-\$23.68/\$18.78-\$24.50</b>				

**POSITION SUMMARY:**

The purpose of this position is to serve as the first point of contact to the community. The primary role of this position is to answer phones and greet clients. Incumbent will have professional interaction with tribal clients, personnel, partnering agencies and other departments. The Assistant will respond to inquiries from the general public and provide information as necessary. Always maintain strict confidentiality.

**DUTIES AND RESPONSIBILITIES:**

1. Greet clients with professional and friendly demeanor.
2. Answer phones, acting as primary phone response, transfers calls by operating multiline phone system.
3. Maintain excellent communication skills- verbally, written, and physically, to both clients and team members.
4. Process incoming and outgoing mail, scan, fax, copy documents as needed.
5. Maintain clean and welcoming client space, stocked copy and supply area.
6. Forward applications to appropriate team members.
7. Orders office supplies and anticipates other administrative purchases.
8. Stays up to date on Tribal events, programs, and policies.
9. Coordinates vehicle scheduling and managing errands as needed.
10. Assists with setup of meetings/events including light cleaning (ex. cleaning up coffee station)
11. Maintains organized and systematic methods to prioritize tasks.
12. Be service oriented and actively look for ways to assist team members and clients.
13. Assist with facilitating community events, programs, and activities.
14. Maintain program files, electronic filing, and data entry.
15. Other duties as assigned to meet the needs of the department.

**SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities.

**MINIMUM QUALIFICATIONS:**

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1. Ability to be punctual with strong attendance.
2. Prefer applicant to-have excellent computer skills that include: Competence in Microsoft programs such as outlook, excel, word, etc.
3. Maintain strong confidentiality.
4. Ability to use initiative and independent judgment within established guidelines and procedures.
5. Ability to organize own work, set priorities and meet critical time deadlines.
6. Ability to communicate effectively with co-workers, superiors, the general public, representative of public and private organizations and others sufficient to exchange or convey information including teaching and/or public presentations.
7. Ability to work with all phases of community in confidential, non-judgmental manner.
8. Energetic, forward thinking and creative with high ethical standards and an appropriate professional image.
9. Knowledge and understanding of local Tribal communities including cultural values and beliefs, history, family systems and community.

**EDUCATION/EXPERIENCE:**

Grade 4: 1 year above high school or six (6) months of specialized clerical experience that has equipped the applicant with the knowledge, skills, and abilities to perform the duties of the position.

Grade 5: 2 years above high school or one (1) year specialized experience equivalent to at least G4.

**Note:** Equivalent combinations of education and experience are qualifying for all grade levels for which both education and experience are acceptable.

**CONDITIONS OF EMPLOYMENT:**

1. All applicants are subject to the Tribe's Drug and Alcohol-Free Work Place Policy including pre-employment screening.
2. All applicants will acknowledge and abide by all Yurok Tribe personnel and other policies and procedures.
3. Be able to follow and sign professional code of ethics and conduct.
4. Must be able to sign and follow the Yurok Social Services Values/Ethics/Staff Expectations.
5. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
6. Must pass a comprehensive background check.
7. Valid California Driver's license and insurability under the Motor Vehicle Policy during term of employment.

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8. Must possess ability to maintain strict confidentiality of records and information pertinent to the nature of the work. Violations of this major requirement may result in immediate termination of employment.
9. This position requires compliance with the Indian Child Protection and Family Violence Prevention Act Public Law 101-630; 25 code of federal regulations part 63- Indian Child Protection and Family Violence Prevention; Crime Control Act of 1990, Employee Background Checks; and Executive Order 12968, Adjudicative Guidelines.
10. **LANGUAGE SKILLS:** Must have the ability to read and comprehend simple instructions, short correspondence, and memos, also to write simple correspondence. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
11. **REASONING ABILITY:** Apply common sense understanding to carry out instructions furnished in written, oral and/or diagram form. With ability to deal with problems involving several concrete variables in standardized situations.
12. **PHYSICAL DEMANDS:** While performing the duties of this job, the employee is frequently required to walk, stand and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 20 pounds.
13. **VISION REQUIREMENTS:**
  - Close vision (clear vision at 20 inches or less).
  - Color vision (ability to identify and distinguish colors).
  - Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
  - Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

I, \_\_\_\_\_ (print name), acknowledge receiving a copy of this job description. I also understand that, as an employee, I am expected to perform my assigned duties, to read and abide by all Yurok policies and procedures—personnel, vehicle usage, procurement, etc. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee #

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date