Yurok Tribe
Job Description

**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. Incumbents 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.
15. Performs other related duties as assigned.

**EDUCATION/EXPERIENCE:**
1. Grade 4: Highschool diploma or GED with one year specified experience. Employee must be willing to acquire any special certifications or attend any training that is determined to be relevant or becomes required of the position in the future.
2. Highschool diploma or GED with two years specified experience. Employee must be willing to acquire any special certifications or attend any training that is determined to be relevant or becomes required of the position in the future.
3. Candidates with equivalent combinations of education, training and experience will be considered.

**SUPERVISORY RESPONSIBILITIES:**
This position has no direct supervisory responsibilities.

**ALL HIRING IS SUBJECT TO THE YUROK TRIBE’SHIRING PREFERENCE**

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>Client Services Receptionist</th>
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<tbody>
<tr>
<td>JOB GRADE:</td>
<td>4/5</td>
</tr>
<tr>
<td>REPORTS TO:</td>
<td>Operations Manager</td>
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<tr>
<td>STATUS:</td>
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<tr>
<td>LOCATION:</td>
<td>All Service Areas</td>
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<td>DEPARTMENT:</td>
<td>Client Services</td>
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<td>DIVISION:</td>
<td>Health and Human Services</td>
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<tr>
<td>SALARY RANGE:</td>
<td>$18.15-$23.68/$18.78-$24.50</td>
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YTC Approved 5/10/2023
MINIMUM QUALIFICATIONS:
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 your own work, set priorities and meet critical time deadlines.
6. Ability to communicate effectively with co-workers, superiors, the general public, representatives 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.
10. Recognition that in order to serve Yurok People one must know as much as possible about Yurok history, culture and values.

CONDITIONS OF EMPLOYMENT:
1. All applicants are subject to the Tribe’s Drug and Alcohol Policy including pre-employment screening.
2. Valid state issued driver’s license and/or the ability to obtain a California or Oregon driver’s license. Must be insurable on the Tribe’s insurance policy.
3. Must pass a background investigation and fingerprint clearance.

LANGUAGE SKILLS:
Must have the ability to read, write and comprehend simple instructions, short correspondence, and memos. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Knowledge of Yurok language is preferred but not required.

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.

PHYSICAL DEMANDS:
While performing the duties of this job, the employee is frequently required to walk, stand, use hands and fingers, handle, or feel. Employee will have prolonged periods sitting at a desk and working on a computer. The employee must occasionally lift and/or move up to 50 pounds.

VISION REQUIREMENTS:
1. Close vision (clear vision at 20 inches or less).
2. Color vision (ability to identify and distinguish colors).
3. Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
4. 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 and understand the requirements. I also understand that, as an employee, I am expected to perform my assigned duties, to read and abide by all Yurok Tribal laws, policies and procedures, vehicle usage, procurement, and any additional guidelines set forth by the Yurok Tribe. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination. I understand that the Yurok Tribe is committed to the philosophy that employment relationships are both personal and voluntary. Accordingly, employment at the Yurok Tribe has no specific duration, and either the employee or the Yurok Tribe can terminate the employment relationship for any reason or no reason. This “at will” relationship exists between the Tribe and all employees.

____________________ ______________________  ___________ ________________
Employee Signature Date Employee #

____________________
Supervisor Signature

____________________
Date