



Job Position: Central Receptionist	Status: Full-Time/Non-Exempt
Division: Administration	Salary: \$12.50 Hourly
Posting Date: September 20, 2021	Closing Date: October 5, 2021

Job Description

Summary:

The Receptionist is responsible for greeting and directing guest visiting the Tunica Biloxi Tribe Central Administration Building. The receptionist will receive and direct all external calls to appropriate departments within the Tribe. The receptionist will provide miscellaneous administrative support to tribal government operations (i.e. copying, filing, and mailing out information on behalf of Tribal Administration).

Essential Duties and Responsibilities

- Answer, screen and route incoming telephone calls utilizing proper telephone etiquette.
- Provide information on the Tribe's programs and services and direct other questions and communication to the appropriate department representative.
- Welcome tribal citizens, employees and guest to the property in a professional and courteous manner.
- Follow the proper protocol for routing visitors; control guests access and facilitate guest flow by announcing arrivals, delays and effectively communicating with guest and employees.
- Maintain visitor records utilizing a visitor's log and follow up with organizations and visitors to ensure satisfaction.
- Maintains confidentiality
- Copying, filing, and mailing out information pertaining to Tribal Administration.
- Other duties as may be assigned

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Knowledge of administrative and clerical procedures and utilize systems as required
- Knowledge of principles and processes for providing guest services at maximum level.
- Excellent communication skills, written and verbal.
- Knowledge of office software, office systems and equipment.
- Ability to exercise good judgement
- Possess a strong work ethic and a high level of professionalism



Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must possess effective communication skills, excellent writing skills, outstanding phone etiquette, and excellent interpersonal skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Must possess a high school diploma or GED;
- Experience using a multi-line telephone system.
- Must be computer literate, experience in Microsoft programs is required.
- College level education a plus.
- 2 years of clerical experience preferred.

Certificates and Licenses:

- Must possess a valid State Driver's license
- Candidates must successfully pass a criminal background check.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Physical Demands:

While performing the duties of this job, the employee is frequently required to stand; walk; sit for extended period of time. Use hands to manipulate, handle, or deliver packages of materials weighing 10 pounds or less; reach within arm's length.

This duties and responsibilities listed are not an exhaustive list of all duties and responsibilities associated with the job. The Tunica Biloxi Tribe of Louisiana reserves the right to amend and change responsibilities to meet business and organizational needs.

**PREFERENCE WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN INDIANS.
Proof of tribal citizenship is required to be deemed preference eligible.**

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Disclaimer:

The job description/s has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. This document does not create an employment contract, implied or otherwise; employment in this job is an “at will” employment relationship.

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Selection Process:

All Tunica-Biloxi Tribal positions are competitive. All employment applications and supportive employment material will be evaluated based on the relevance of the applicant's qualifications and experience as it applies to this position. Applicants demonstrating the minimum qualifications and experience most relevant to this position will be considered qualified and be eligible for an interview.

Complete tribal employment applications and resumes will be accepted until the closing date of the posting. Applications and resumes received after the closing date will not be considered for the position.

REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL:

- **Tribal employment application** that is complete and provides all information requested; or
- **Cover letter** explaining your qualifications and experience relevant to the functions of this position; and
- **Personal resume** identifying your qualifications and experience relevant to the functions of this position.

Qualified Native Americans will be given preference in employment as required by the Indian Self-Determination and Education Assistance Act (25 U.S. 450, ET. Seq) including other relevant laws. In accordance with Title VII of the 1984 Civil Rights Act, Sections 701(b) and 703(1), preference in filling all vacancies may be given to qualified American Indian candidates. In other than the proceeding situations, the Tunica-Biloxi Tribe is an Equal Opportunity Employer (EOE). Tribal and/or Indian preference applicable in accordance with Title XX of the Tribal Code of the Tunica-Biloxi Tribe of Louisiana.

SUBJECT TO TRIBAL DRUG FREE WORKPLACE TESTING POLICIES

To apply for this position, interested candidates must submit their completed application, or cover letter and resume on or before the closing date to:

Tunica-Biloxi Tribe of Louisiana
Attn: Human Resources
P.O. Box 1589
Marksville, La. 71351
HR@tunica.org

