

## RECEPTIONIST

**DEFINITION:** Under general supervision performs work of minimal difficulty in providing professional administrative in support of Kayenta Township. Acts as first point of contact for visitors and guests; directs and assists visitors and guests through telephone, e-mail, and in-person; performs routine clerical and office work.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**TASKS:** Adheres to Kayenta Township Personnel Policy and Procedures; maintains excellent attendance records to meet the needs of the organization; extends outstanding customer service at all times to both internal and external customers; uses good judgment for problem solving; researches and gathers information as requested and needed; provides general administrative and clerical support; prepare correspondence and documents; schedule appointments.

Greets customers, answers phone, responds to e-mails; uses electronic office devices such as computer, copiers, facsimile machines; creates meeting materials, arranges meeting rooms; keeps records of visitor logs and compiles visitor data for reports; collects, sorts, distributes mail to appropriate offices.

Maintains safe and clean reception area by complying with procedures, rules and regulations. Maintains continuity among work teams by documenting and communication actions, irregularities, and continuing needs. Contributes to team effort by accomplishing assigned work. Effectively communicate with all business department personnel, excellent written and oral communication skills.

Performs other duties as assigned.

**SKILL, KNOWLEDGE, ABILITY:**

- Knowledge of administrative and clerical processes.
- Knowledge of community information.
- Ability to interact and work positively with the general public and personnel.
- Skills with operating telephone, office equipment and machines.
- Ability to communicate effectively both in writing and speaking.
- Ability to coordinate and schedule meetings.
- Ability to pay attention to details.
- Ability to multitask work flow and processes.
- Ability to demonstrate initiative, reliability, and be proactive.
- Ability to use MS Word, Excel, PowerPoint, Access, and other related MS Software.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves a minimum of physical effort in an office setting.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or equivalent. One (1) year front office experience.

**PREFERRED QUALIFICATIONS:**

- A. A. Degree in Business, Accounting or any related field. Two (2) years of professional office experience.

**SPECIAL REQUIREMENTS:**

- Possess a valid state driver's license.
- Depending upon the needs of the Kayenta Township, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.