



## WICHITA AND AFFILIATED TRIBES POSITION DESCRIPTION

- JOB TITLE:** Receptionist/Intake Clerk
- DEPARTMENT:** Administrative & Office Staff
- LOCATION:** Family Services Building – Tribal Complex
- REPORTS TO:** Family Services Building Programs Directors

**JOB SUMMARY:**

Receptionist is responsible for the completion of activities associated with respective grant's objectives and deliverables for all programs located within the Family Services Building. Provides administrative and clerical support and assists the respective programs in all activities and events.

**CORE DUTIES AND RESPONSIBILITIES:**

1. Greets all individuals entering the building for the purpose of responding to inquiries and/or directing individuals to appropriate location.
2. Receives applications, collects supporting documents, and assist Tribal Members and clients in completing applications for assistance. Advises what supporting documentation is needed for ensure application process is complete.
3. Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages. Maintains daily incoming call log.
4. Receives all incoming items (mail, faxes, job applications, etc.). Distributes items to appropriate department for the purpose of ensuring receipt to addressee.
5. Maintains reception area materials (brochures, program information, event calendars, etc.) for the purpose of providing resource information to visitors.
6. Maintains calendar for department/building staff.
7. Performs general secretarial and clerical functions (copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations for staff in the Family Services Building.

8. Assists staff in setting up meetings, workshops, classes, screenings, transporting, etc.
9. Receives program checks and delivers to appropriate Program Director or designated staff.
10. Performs other duties related to position as necessary or assigned.

**EDUCATION AND EXPERIENCE:**

1. Possess a High School Diploma or GED.
2. Must have had at least one (1) year of work experience in a clerical or administrative type position.
3. Have the ability to interpret and follow program guidelines relating to the programs within the Family Services Building/Department.
4. Be computer literate and able to operate software for letter processing and spreadsheets.
5. Must have communication skills, both oral and written, to interact with clients, staff, officials, and other individuals regarding program matters.
6. Must be a self-starter and be able to work with a minimum amount of supervision.
7. Proven ability to work well with Indian families and children, and must have positive human interaction skills.
8. Must have the ability to organize and maintain clear and concise records.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work primarily in a climate controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting from floor, and bending. Frequent near vision use for reading and computer use. Frequent stressful conditions. The noise level in the work environment is usually moderate.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be physically able to operate a variety of office equipment such as a computer, printer, calculator, copy machine, telephone, photographic equipment, etc. Physical demand requirements are at levels of those for sedentary work.

**SPECIAL REQUIREMENTS:**

Possession of a valid Oklahoma Driver's License. Subject to a background check and drug screening. Must sign a Confidentiality Agreement and abide by confidentiality regarding program and personnel matters. Indian Preference applies.

This certifies that I have read the position description and I am capable of performing all essential functions of the job.

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**EMPLOYEE**

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**DATE**

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**DEPARTMENT SUPERVISOR**

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**DATE**

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**CHIEF OPERATIONS OFFICER**

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**DATE**

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**HUMAN RESOURCES DEPARTMENT**

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**DATE**

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*Job descriptions are used primarily to assist in the identification of the core duties and responsibilities of a position and to be used in determining the level of compensation for the position. Other duties and responsibilities may be added or removed at the discretion of the Wichita Affiliated Tribes Executive Management.*