

CHEYENNE RIVER SIOUX TRIBE
INTAKE/RECEPTIONIST
HUMAN RESOURCES OFFICE

DESCRIPTION OF WORK:

General Statement of Duties: Performs a variety of assistance to the Human Resources department by carrying out receptionist/intake functions to include visitor reception, answering incoming calls, assistance with applications, qualifying assistance/assessment and filing as needed.

Supervision Received: Works under the immediate supervision of the Human Resources Director or whom has been delegated by the Human Resources Director.

Supervision Exercised: None.

EXAMPLE OF DUTIES (Duties may include but are not limited to the following):

Shall be responsible for answering the telephone, taking messages and distributing messages accordingly.

Greets the public in a professional and courteous manner and announce visitors to prospective Human Resources staff.

Conducts intake procedures by reviewing applications for completeness and request additional information if needed.

Assists potential applicants and customers by answering questions and may assist in providing job descriptions and explaining the requirements of the position.

Receives inquiries from the public by telephone or in person and furnishes general information or directs inquiry to the proper source for answer.

Retrieves documents as directed and releases through proper authorization as needed.

Receives confidential documents and distribute them accordingly in a timely fashion.

Provides a variety of clerical services (filing, faxing, copying, typing and mail distribution).

Assists in the development of department forms and intake records as requested.

Maintains guest sign-in records.

Assists in retrieving highly confidential records.

Performs other job related duties as assigned.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills and Abilities: Working knowledge of receptionist and clerical procedures and practices preferred. Knowledge of modern office practices and procedures. Ability to follow written and verbal instructions. Ability to read and comprehend simple instructions, short

correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization. Ability to communicate effectively verbally and in writing. Ability to greet participants/visitors and handle incoming telephone calls in a courteous and professional manner. Ability to create and maintain computer and hard copy filing systems. Ability to establish and maintain effective working relationships with other employees and general public. Ability to stay calm in high stress situations.

Education: High school diploma or GED required.

Experience: Three (3) months of customer service and/or clerical experience or obtain experience through an on the job training or work experience program.

Special Requirements: Must be dependable and adhere to confidentiality at all times. Incumbent is subject to the CRST Drug & Alcohol Testing Policy; must pass pre-employment drug screening and will be subject to random drug screenings (will be required to sign and submit a form understanding and receiving policy). Must be able to pass local/Tribal, Federal and State background checks.

Confidentiality: Because confidentiality is very important, it is expected that all information pertaining to personnel records and Human Resources will be kept confidential.

This position is strictly prohibited from participating in political activity.

Revised date: 08.17.2023