



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
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VACANCY ANNOUNCEMENT

POSTING NO: 188-22

OPENING DATE: 05/12/2023

CLOSING DATE: 06/09/2023

POSTED: IN/OUT

POSITION: Receptionist
PAY GRADE: NE2 (\$12.00/hr. - \$16.20/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: POI Funded
DEPARTMENT: Gaming Regulatory
REPORTS TO: Executive Assistant
BACKGROUND LEVEL: Public Trust

JOB PURPOSE: Operates multi-line telephone system to answer incoming calls and greets visitors; directs callers and visitors to appropriate personnel. Maintains professionalism in all interactions with internal and external customers.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Takes and delivers messages or transfers call to voice mail when appropriate personnel are unavailable.
- Retrieves messages from voice mail and forwards to appropriate personnel.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel; provides background applications.
- Issues finalized license certificates and badges.
- Monitors visitor's access and sign in visitors as required.
- Updates appointment calendars as needed.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains phone system, fax machines, and other office equipment calling on repairs as needed.
- Sends fax, and retrieves, logs and distributes incoming faxes.

- Orders, receives, and maintains office supplies as needed.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Substitutes for Licensing Clerk as needed.
- Maintains the cleanliness of the front lobby area.
- Contributes to a team effort and accomplishes related results as required.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma/GED.
- Six months related experience.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of office functions, procedures, and policies.
- Skill in operating various word-processing, spreadsheet and database software programs.
- Skill in treating internal and external customers with tact, courtesy, and respect.
- Ability to maintain confidentiality.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to handle multiple tasks and meet deadlines.
- Ability to exercise independent judgment.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is performed in a typical interior/office or casino environment.
- Exposure to second hand smoke.
- Noise level is usually minimal.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.