



ISLETA PUEBLO HOUSING AUTHORITY

POSITION DESCRIPTION

POSITION:	Receptionist
PAY GRADE:	NE2
SALARY RANGE:	\$15.50 - \$20.95 Hourly Rate
FLSA STATUS:	Non-Exempt
EMPLOYMENT STATUS:	Full-Time
DEPARTMENT:	Administration
REPORTS TO:	Executive Director
SUPERVISION RESPONSIBILITIES:	No

POSITION PURPOSE

The Receptionist serves as the first point of contact for the Isleta Pueblo Housing Authority (IPHA) and is responsible for providing professional, courteous, and responsive customer service to residents, applicants, visitors, employees, vendors, and the general public. The position manages front desk and reception activities, including answering and directing telephone calls, greeting and assisting visitors, receiving and routing deliveries and providing general information or directing inquiries to the appropriate department or staff member.

The Receptionist supports the efficient operation of the IPHA office by maintaining an organized and welcoming reception area, accurately handling routine administrative tasks, and appropriately receiving, routing, and safeguarding confidential and sensitive information. The position requires sound judgment, professionalism, dependability, effective communication, and the ability to maintain confidentiality while providing consistent and respectful service to all individuals who interact with IPHA.

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.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Answers incoming telephone calls, determines the purpose of the call, and directs callers to the appropriate personnel or department.
- Takes and delivers messages and transfers calls to voicemail when the appropriate personnel are unavailable.
- Retrieves voicemail messages and forwards them to the appropriate personnel in a timely manner.
- Welcomes on-site visitors, determines the nature of their business, and notifies the appropriate personnel of their arrival.
- Provides general information regarding IPHA services and directs inquiries to the appropriate department or staff member.
- Monitors visitor access and maintains visitor sign-in procedures as required.
- Receives, sorts, distributes, and routes incoming packages and other deliveries.
- Maintains and routes publications, notices, and other materials as appropriate.
- Monitors the condition and operation of the telephone system, printers, and other office equipment and coordinates service or repairs as needed.
- Handles documents and information in accordance with IPHA confidentiality and information-handling requirements.
- Provides professional, courteous, and consistent customer service to residents, applicants, visitors, employees, vendors, and the general public.
- Maintains an organized, clean, and professional reception area.
- Assists with general administrative and clerical duties as needed to support the efficient operation of the IPHA office.
- Contributes to a positive team environment and supports departmental goals and organizational objectives.
- Performs other related duties and responsibilities as assigned.

MINIMUM QUALIFICATIONS/REQUIREMENTS

- Tiwa-speaking preferred.
- High school diploma or GED preferred; an equivalent combination of education, training, and relevant work experience may be considered.
- Minimum of six (6) months of related work experience preferred.
- Must be able to comply with all applicable Pueblo of Isleta Drug-Free Workplace policies and requirements.
- Must demonstrate the ability to communicate effectively and professionally with residents, applicants, visitors, employees, vendors, and the general public.
- Must be able to maintain confidentiality and appropriately handle sensitive or confidential information.

- Must demonstrate reliability, professionalism, and the ability to provide consistent customer service.

PREFERRED QUALIFICATIONS

Knowledge

- Knowledge of business English, including proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of general office functions, procedures, practices, and policies.
- Knowledge of customer service principles and professional front desk practices.
- Knowledge of proper procedures for handling confidential and sensitive information.

Skills

- Skill in operating computers and standard office equipment.
- Skill in using word-processing, spreadsheet, database, email, and other office software programs in a Windows environment.
- Skill in providing professional, courteous, and respectful customer service to internal and external customers.
- Skill in communicating clearly and effectively with residents, applicants, visitors, employees, vendors, and the general public.
- Skill in organizing and prioritizing work while maintaining accuracy and attention to detail.

Abilities

- Ability to maintain confidentiality and appropriately safeguard sensitive information.
- Ability to maintain confidentiality and exercise appropriate judgment when handling resident, employee, financial, and other sensitive IPHA information.
- Ability to interact and maintain effective working relationships with individuals of varying social and cultural backgrounds.
- Ability to follow verbal and written instructions and directions provided by the Executive Director, Executive Assistant or Human Resources Manager.
- Ability to communicate efficiently and effectively, both verbally and in writing.
- Ability to handle multiple tasks, prioritize responsibilities, and meet established deadlines.
- Ability to exercise sound judgment and discretion when handling routine and sensitive matters.
- Ability to remain professional, courteous, and respectful when dealing with difficult or challenging situations.
- Ability to work independently and effectively as part of a team.

PHYSICAL DEMANDS:

- Requires the ability to sit, stand, walk, talk, and hear for extended periods as necessary to perform the essential functions of the position.
- Requires frequent use of hands and fingers to handle documents, office supplies, equipment, telephone systems, computers, and other controls.
- Requires frequent reaching with arms and hands and occasional bending, stooping, or moving throughout the office.
- Requires the ability to lift, carry, and move items weighing up to 25 pounds frequently.
- Requires sufficient visual ability to read documents, computer screens, and other written materials.

WORK ENVIRONMENT:

- Work is primarily performed in a standard indoor office environment.
- The position may involve regular interaction with residents, applicants, visitors, employees, vendors, and the general public.
- The noise level is generally minimal to moderate, with occasional interruptions and activity associated with a busy front desk and office environment.
- Work may require occasional movement throughout the office to assist visitors, route documents, deliver materials, or perform other assigned duties.

PREFERENCE:

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

WHY JOIN ISLETA PUEBLO HOUSING AUTHORITY

Join the **Isleta Pueblo Housing Authority (IPHA)** and become an important part of the team serving residents, applicants, employees, and the Isleta Pueblo community.

As a **Receptionist**, you will serve as one of the first points of contact for IPHA. Your professionalism, communication, and customer service will help create a welcoming and respectful experience for everyone who walks through our doors or contacts the organization.

You will support the daily operations of IPHA by greeting and assisting visitors, answering and directing calls, receiving and routing mail and documents, responding to general inquiries, and providing administrative support to various departments. This position plays an important role in

ensuring that information and individuals are directed to the appropriate staff and that the front office operates efficiently.

At IPHA, your work directly supports the services we provide to residents and the community. We are looking for someone who is dependable, professional, respectful, organized, and committed to providing consistent and courteous customer service.

If you enjoy working with people, supporting a team, and making a positive contribution to your community, we invite you to join the **Isleta Pueblo Housing Authority**.

Join IPHA and help us serve our residents and strengthen our community—one interaction at a time.

Apply today to join our team as a Receptionist.