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

POSTING NO: 191018-26

OPENING DATE: 10/30/2026
CLOSING DATE: OPEN UNTIL FILLED
POSTED: IN/OUT

POSITION:	Receptionist
PAY GRADE:	NE2 ($15.97/hr. - $24.87/hr.)
FLSA STATUS:	Non Exempt
POSITION TYPE:	Full Time
FUNDING SOURCE:	POI Funded
DEPARTMENT:	Gaming Regulatory
REPORTS TO:	Executive Assistant
BACKGROUND LEVEL:	High Risk 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.

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 be 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.