



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT **JOB TITLE: LIBC Receptionist**

OPEN: August 7, 2018

EXEMPT: No

SALARY: (5) \$14.35-\$16.07

SHIFT: Day 7:30am-4:00pm

LOCATION: Tribal Administration Building

DURATION: Regular Full Time

CLOSES: August 13, 2018

JOB CODE:

DIVISION: Human Resources (HR)

DEPARTMENT: HR

SUPERVISOR: Executive Office Manager

VACANCIES: 1

JOB SUMMARY: This position is the first point of contact of the LIBC Administration Building. Primary duty greets and directs guests and staff to the proper destination in a professional and courtesy manner, and provides basic information regarding operations of LIBC (ie; events, meetings, and etc.). The greeter will be the conduit between the guests and LIBC staff. This position will report directly to the Executive Office Manager of HR.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Welcomes guests, customers and employees by greeting them, in person or on the telephone, politely; answering or directing inquiries, professionally and with excellent customer service
2. Ensure guests, customers and employees reach the proper destination. Direct incoming guests/staff to proper destination, event or event details by utilizing the resources available (i.e. Outlook Calendar, Communications Notices, Department notices and etc.)
3. Maintain a master list of Lummi Nation entities, departments, employees, events, meetings, and trainings; and if not sure of an answer seek assistance for the additional information needed.
4. Focus on the customer/employee. Seek to understand the internal/external customer need(s)
5. Ensure LIBC front desk is covered from 7:30am-4:00pm, alternating lunch schedule and breaks with other HR staff.
6. The greeter will be the conduit between the guests/employees and LIBC staff. A common scenario will be a customer comes in needing to sign a document, but not sure where to go. The greeter will phone the appropriate department to assist the customers' needs.
7. Keep the front desk and waiting area neat and up to date, including display racks, chairs, tables, publications and etc.
8. Maintain a message log of all written messages recorded.
9. Required to provide clerical support to HR by completing task in word processing, Excel and file management, as needed.
10. Answer questions that may arise concerning LIBC meetings, events, departments, extensions or phone numbers and taking messages, directing calls to appropriate LIBC employee.
11. Perform other clerical duties such as photocopying, faxing files, sending notices out to LIBC departments and collating, as needed.
12. Answer multi-line phone system for Lummi Indian Business Council. Determine nature of business, and direct callers to appropriate destination, as needed

13. Take messages as needed and ensure callers messages are received by appropriate party and log the message.
14. Track day to day operations/tasks for statistical data and report to supervisors weekly

MINIMUM QUALIFICATIONS:

- High School Diploma or GED
- 1 year experience in administrative and clerical procedures.
- 3 years experience working for a tribal organization
- Valid first Aid& CPR certification or must be willing to obtain within 30 days of hire and maintain compliance of certification
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of Microsoft Office (Outlook, Word, Excel, Access, and PowerPoint programs).
- Possess excellent communication skills verbally and in writing
- Outstanding customer service
- Ability to communicate information and ideas effectively.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Knowledge of LIBC departments and a basic information of the entities of the Lummi Nation (LCC, NWIC, SRC, and etc.)
- Knowledge of LIBC Safety procedures
- Ability to build strong working relationships with the other LIBC department and maintain
- Ability to maintain strong work ethics including attendance and punctuality
- Ability to multi-task in a fast paced environment.
- Ability to maintain strict Confidentiality at all times
- Ability to lift 15-25 lbs
- Ability to stand between six (6) to eight (8) hours per day

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- Position requires extensive Criminal Background Check.
- Must be dependable by arriving to work daily on time and ready to work.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <http://lnnr.lummi-nsn.gov/LummiWebsite/Website.php?PageID=376> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.