



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: Switchboard Operator/Receptionist

OPEN: January 9, 2020

EXEMPT: No

SALARY: (3) \$10.85-\$12.15 p/h DOE

SHIFT: Day

LOCATION: Administration

DURATION: Regular Full-time

CLOSES: January 16, 2020

JOB CODE:

DIVISION: Human Resources (HR)

DEPARTMENT: Administration

SUPERVISOR: Deputy HR Director

VACANCIES: 1

JOB SUMMARY: Answer and direct incoming calls in a professional and courteous manner from the switchboard/HR to appropriate departments. Greet and direct guests and staff to the proper destination. Answer questions that may arise concerning LIBC meetings, events, departments, extensions or phone numbers and taking messages, directing calls to appropriate HR employee, handing out HR forms and assisting employees, applicants. Position requires the ability to relieve switchboard/receptionist for breaks and lunch, Position will report directly to the Deputy HR Director.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following:

1. Answer multi-line phone system for Lummi Indian Business Council. Determine nature of business, and direct callers to appropriate destination.
2. Greet guests and staff in a professional and courteous manner and ensure they reach the proper destination.
3. Ensure front desk is covered from 8:00am-4:30pm, alternating lunch schedule and breaks with other front desk staff as needed.
4. Take messages as needed and ensure callers messages are received by appropriate party.
5. Keep the front desk and waiting area neat, including display racks, chairs, tables and publications.
6. Updated brochures need to be displayed for customers and community to review.
7. Maintain a message log of all written messages recorded.
8. Required to provide clerical support to HR by completing task in word processing, Excel, and file management.
9. Responsible for processing requests for applications and job descriptions via e-mail, in person, phone, or fax.
10. Assist as needed with intake of job applications for positions available.
11. Perform filing of Human Resource forms including, PAF's, Separations, background check reports, drug screen reports and safety, etc.
12. Provide backup coverage for front desk intake and LIBC Receptionist.
13. Archive HR files in accordance to records and archives policies and procedures.
14. Perform other clerical duties such as sending notices out to LIBC departments and collating.
15. Other duties, as assigned.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED;
- AAS degree in Business Administration, *preferred*;
- Six (6) months of experience with telephone etiquette;
- Six (6) months of experience in an office setting;
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Computer skills and work experience using Microsoft Word, Excel and Access.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Knowledge of the principles and processes of providing excellent customer service.
- Ability to communicate information and ideas effectively.
- Ability to organize, plan and prioritize work-Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Ability to multi-task in a fast paced environment.
- Ability to maintain strict Confidentiality at all times.

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: <https://www.lummi-nsn.gov/widgets/JobsNow.php> 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.