



# 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:** ETC Receptionist

**OPEN:** March 20, 2019

**CLOSES:** March 27, 2019

**EXEMPT:**

**JOB CODE:**

**SALARY:** Grade 4 (\$12.47- \$13.97)

**DIVISION:** Workforce Development Department

**SHIFT:** Day

**DEPARTMENT:** Employment & Training Center

**LOCATION:** ETC

**SUPERVISOR:** Coordinator Fiscal Services

**DURATION:** Regular Full Time

**VACANCIES:** 1

**JOB SUMMARY:** The Receptionist for Lummi Employment & Training Center (ETC) will be responsible for greeting and directing all incoming persons and calls. This individual will also be responsible to process mail, assist ETC staff with faxing, photo copying, scanning and scheduling of LETC clients and building activities.

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

1. Independently performs complex and diverse clerical and general office support functions to facilitate and monitor work flow.
2. Greet, determine nature and purpose of visit, and direct visitors to specific destinations.
3. Operate main telephone to answer, screen and forward calls, provide information, take messages and schedule appointments utilizing outlook calendar.
4. Provide general information about program application process, hand out application, and receive completed application ensuring that proper documentation is attached and application has been date stamped received and an appointment is made with the Intake Specialist.
5. Maintain scheduling and updating appointment calendars for caseworkers.
6. Responsible for sorting incoming/outgoing mail and deliver to and from LIBC mailroom.
7. Maintain databases, including ensuring accuracy of data input and scanning documents into database.
8. Coordinate scheduling of training and conference rooms.
9. Ability to answer client request and/or questions and have the ability to maintain professionalism when dealing with a dis-satisfied customer.
10. Provide basic office support including coordinating purchase orders, client check releases, getting office supplies, maintaining copy machines.
11. Coordinate meetings and appointments as necessary.
12. Facilitate building services maintenance as requested.
13. Maintain Confidentiality.
14. Maintain Job Boards for Employment & Training Center.
15. Maintain the cleanliness and organization of the reception and waiting area.
16. Be prompt and available from 8:00 AM to 4:30 PM each business day, must open the office, answer the phone and greet clients in a professional and courteous manner.
17. Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or GED required.
- 2 years experience working with the public
- 1 year experience in an office setting
- Basic computer skills, including Microsoft Office package.
- Lummi/Native American/Veteran preference policy applies.

**KNOWLEDGE, ABILITIES AND SKILLS:**

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms and other office procedures and terminology.
- Knowledge of principles and process for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Ability to give full attention to what customers are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Must be able to work as part of a network team, and work independently under indirect supervision.
- Experience with general office equipment (photocopier, fax, scanner and computer).
- Must model appropriate work behaviors including interpersonal relations and professional dress/grooming and attendance
- Proficient in Word, Excel, Outlook and ability to learn TAS database.

**PHYSICAL REQUIREMENTS:**

- This position requires sitting 6-8 hours per day
- Lift 15-25 pounds occasionally.

**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
- Must be CPR certified within one year of start

**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](mailto: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.