

## **BLACKFEET HOUSING JOB DESCRIPTION**

**Job Title:** Receptionist

**Department:** Finance

**Reports to:** Chief Financial Officer

### **Summary of Work:**

This position is responsible for operating telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages. Distribution of incoming and outgoing mail.

**NOTE:** These job duties are typical of the work performed in this job classification.  
Not all duties assigned to this position are included, nor is it expected that all duties  
listed will be assigned daily.

**Essential Duties and Responsibilities:** Include the following, but not limited to these duties.

- Answer incoming call, greeting callers, providing information, transferring calls and/or taking messages as necessary.
- Answer simple questions in regards to businesses and tenants, using reference materials.
- Contact Security staff members when necessary, using page system.
- Keep records of calls of reporting staff (calling in sick, running late etc.).
- Operate communication systems, such as telephone, Switchboard, intercom, or public address.
- Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.
- Perform clerical duties, such as typing, accepting orders, sorting and logging mail.
- Place telephone calls or arrange conference calls as instructed.
- Record messages, suggesting rewording for clarity and conciseness.
- Relay and route written and verbal messages.
- Must adhere to Blackfeet Housing Vehicle Policy.
- Observe work hours.
- Performs assigned duties.
- Demonstrates punctuality.
- Maintains accurate and timely records.
- Deals tactfully and courteously with the public.
- Adheres to strict confidentiality.
- Other duties as assigned.

### **Education/Experience:**

- High School Diploma or GED equivalent required.

### **Certificates, Licenses, Registrations:**

- Must have a valid Montana Driver's License.

**Human Contact:**

-Daily contact with:

- Human Resource Manager
- Blackfeet Housing departments
- Tenants
- Public

**Language skills:**

This position requires the ability to: communicate effectively orally and in writing; follow verbal and written instructions.

**Mathematical skills:**

N/A

**Responsibility for equipment, records, or facilities:**

- Must maintain the postage machine.
- Must maintain records of staff call ins.
- Must maintain the computer and software.
- Must adhere to vehicle maintenance program.

**Financial Responsibilities:**

- Must secure all checks/payment received in the mail.
- Must document (log) all mail including checks received in the mail.

**Job environment/hazards:**

- Deals with irate individuals.
- Required to work in/out of the office setting.

**Physical demands:**

- Moderate physical demands occasionally involving conflict or possible violent eruptions of tenants and/or public.

**Mental demands:**

- Must be able to maintain sound judgment under stressful conditions.
- Must possess the ability to listen, observe, communicate, understand, confront, and engage in problem solving of irate individuals by using diplomacy and tact.
- Must practice confidentiality.

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Employee

Date

Supervisor

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Date