



PECHANGA BAND OF INDIANS

Pechanga Indian Reservation

Post Office Box 1477 • Temecula, CA 92593
Telephone (951) 770-6000 Fax (951) 695-1778

Tribal Chairman:
Mark Macarro

Council Members:
Raymond J. Basquez Jr.
Catalina R. Chacon
Marc Luker
Robert "R.J." Munoa
Joseph Murphy
Michael A. Vasquez

Tribal Secretary:
Louise Burke

Tribal Treasurer:
Amy Minniear

JOB DESCRIPTION

POSITION: Receptionist
STATUS: Non-Exempt
CLASSIFICATION: Part-Time
DEPARTMENT: Human Resources
SUPERVISOR: Director of Human Resources
POSITION CATEGORY: A
SALARY/WAGES: DOE

SUMMARY:

The Receptionist provides excellent customer service by answering telephones, greeting and assisting visitors to the Tribal Government Center. The Receptionist also provides assistance with scheduling Tribal Halls for meetings, ordering office supplies and providing backup support to the Mail Clerk.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service to all callers and visitors to the Tribal Government Center. Greet all visitors and callers with a smile.
- Handle incoming calls, direct calls to their destination, take messages as appropriate, and manage the general company voice mailbox. Provide directions and information to callers as needed.
- Conduct all guest check-ins, contact appropriate party for meeting availability and direct visitors as necessary, following all required protocol. Assist Tribal Members, staff and visitors by sending and distributing faxes.
- Provide Tribal members with DMV, change of address, enrollment card forms and instruction as needed.
- Ensure that the reception desk is covered at all times. Notify backup personnel to assist and cover breaks and absences.
- Provide backup support to the mailroom clerk as needed. Prepare mail and packages for pickup by USPS, FedEx, UPS and other services. Distribute packages to members. Pickup and distribute mail.
- Assist the Facilities department to schedule Tribal Halls for meetings, events and parties.
- Order and maintain office supplies for the Human Resources department.
- Assist Tribal Members, staff and visitors by making copies as needed.
- Ensure that both photocopiers in the HR department are maintained and have the appropriate supplies.

Hiring Preference: The Pechanga Tribal Government is an equal opportunity employer. Consistent with federal law, the Pechanga Band of Indians applies Indian preference in employment. It is the policy of the Pechanga Tribal Government to give preference in hiring, promotions, and transfers into vacant positions to qualified applicants in the following order: 1) Pechanga Tribal Members; 2) Pechanga Tribal Member Spouses; 3) non-member American Indians. **At-Will Employment:** Employment with the Pechanga Tribal Government is at-will and can be terminated with or without cause, and with or without notice, at any time, either at the option of the employee or the Pechanga Tribal Government. **Drug Testing:** The Pechanga Tribal Government is a drug-free workplace. All employees are subject to drug testing. **Background Investigation:** All candidates and employees may be subject to a background investigation.

- Handle special administrative and clerical Human Resources projects as requested.
- Maintain reception area to ensure that it is neat, efficient and organized at all times.
- Must adhere to all policies and procedures of the Pechanga Tribal Government.

The list of duties and responsibilities above is not an exhaustive list. In addition to the duties and responsibilities listed above, the employee will be required to perform other job-related duties, as assigned, that are consistent with the employee's job position and qualifications.

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Candidate must have 1-3years of related experience in an office environment required.
- High School Diploma or GED preferred
- Experience with multi-line telephone system preferred.
- Experience and knowledge with Microsoft Excel, Word and Outlook preferred.
- Must be able to work independently with minimum direction.
- Ability to multi-task, answering telephones, greeting and assisting walk-in visitors at the same time.
- Good interpersonal skills, tact, patience, flexibility, and ability to deal with change and maintain a professional demeanor at all times.
- Ability to speak with others to convey information effectively.
- Experience and knowledge of customer service principles and practices required.
- This position must comply with the Pechanga Tribal Government's Drug-Free Workplace Policy. This includes: pre-employment testing, post-accident or injury, and random testing.
- Must successfully pass a pre-employment background investigation.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit, and talk or hear. They must be able to speak the English language, speak clearly so listeners can understand and understand the speech of another person. The employee is often required to use hands to finger, handle, feel or grasp objects; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is required to be able to see the differences between colors, shades and brightness and be able to see details that are less than a few feet away.

WORK ENVIRONMENT:

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

While performing the duties of this job, the employee occasionally works near moving mechanical machines. The noise level in the work environment is usually quiet while in the office, or moderately noisy when working around office equipment, when outdoors and/or during events.

Employee's acknowledgement: I acknowledge by my signature below, that the duties listed on this job description represent those tasks falling within my immediate responsibility. I understand that the Pechanga Tribal Council has the right to change this job description at any time with or without prior notice. I further understand and agree that my employment relationship with the Pechanga Tribal Government is a consensual commercial relationship taking place on tribal land within the Pechanga Indian Reservation and, as such, is subject to the jurisdiction and sovereign laws of the Pechanga Band of Indians.

_____ Signature of Employee	_____ Date	_____ Print name of employee
_____ Signature of Employee's Manager	_____ Date	_____ Print name of employee's manager

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