

**JOB ANNOUNCEMENT
ALBUQUERQUE AREA INDIAN HEALTH BOARD, INC.
POSITION DESCRIPTION**

TITLE: Receptionist

REPORTS TO: Executive Director

LOCATION: Albuquerque, NM

FLSA STATUS: Non-Exempt (Full-Time)

SALARY: \$28,000 – \$33,000 Annually DOE

TRAVEL: Limited Travel Required

GENERAL DESCRIPTION:

Receptionist duties and responsibilities include providing administrative support to ensure efficient operation of the organization. Supports directors, managers and employees through a variety of tasks related to organization and communication. Responsible for confidential and time sensitive material. Familiar with the organization's practices and procedures. Effectively communicate via phone and email ensuring that all Receptionist duties are completed accurately and delivered with high quality and in a timely manner.

RECEPTIONIST RESPONSIBILITIES:

- Liaise with Executive Director and executive administrative assistant to handle requests and queries from program directors/managers.
- Answers all incoming phone calls, transfers as appropriate, takes detailed accurate messages and ensures they are delivered; monitors answering machine and transcribes to written messages; monitors fax machine, distributes incoming faxes appropriately and in a timely manner.
- Greets visitors and clients with courtesy and respect and directs them to appropriate staff persons.
- Operates the copier and makes copies as requested; maintains the copier in good working condition. Keeps an adequate supply of copy paper and copier material on hand.
- Also operates postage meter machine for all staff, making sure adequate supply of ink and postage is available for requests.
- Maintains the in/out board, message tray, staff calendar and reservations for the conference room for general reference.
- Reviews and updates on a regular basis the staff contact and telephone extension lists and advises staff accordingly.
- Maintains office security by following safety procedures and controlling access via the reception desk. (take staff temperatures, monitor visitor sign in sheet)
- Ensure reception area is kept tidy and presentable, with all necessary stationary and material.
- Checks and signs for deliveries, before informing staff of the package arrival. Deliveries by post or courier will include valuable items (cash, passports). Follows procedures and ensures security of valuables.
- Processes and delivers internal and external mail daily. Processes all documents for signatures, circulates to its completion and keeps an accurate log for tracking.
- Respond to patient queries, responsible for Audiology Hearing Aid battery transactions while adhering to HIPPA codes.

- Assist finance staff to file internal documents.
- Organizes and maintains common spaces throughout the organization so that meetings run smoothly.
- Coordinates leave with all support staff to ensure adequate front office coverage.
- Notifies Operational/Maintenance Program Manager to request equipment service as necessary.
- Organizes and maintains supplies in storage room and conference room.
- Assists with Board of Directors meeting preparations (board packets, refreshments, lunch).
- Performs related tasks as assigned from AAIHB staff.
- Provides clerical assistance to the Finance Officer when accounting department understaffed.
- Provides clerical assistance to the Program managers as requested in emergency circumstances and or understaffed.
- Provides logistical support to meetings held in the Board Room, to include preparation of meeting and conference rooms and assists in arrangements for catering provisions.
- Monitors office supplies inventory and place order to replenish as needed.
- Provides clerical support to Executive Director when requested.
- Data entry and file maintenance

KNOWLEDGE REQUIREMENTS:

- Proven work experience as a receptionist, front office representative or similar role
- Professional attitude and appearance
- Solid written and verbal communication skills
- Strong customer orientation.
- Ability to organize time effectively.
- Ability to follow verbal and written instructions and excel at details.
- Proficiency in the use of software programs such as MS Word, Access, PowerPoint, Excel, and internet.
- Professional attitude and good judgment is essential.
- Ability to perform a variety of ongoing tasks efficiently and productively.
- Ability to be resourceful and proactive when issues arise.
- Knowledge and/or experience working with American Indian communities and cultures.

QUALIFICATIONS:

- High School Diploma
- 2 or more years of administrative support experience.
- Customer service and telephone skills.
- Knowledge and/or experience working with Native American communities and cultures.
- Ability to establish and maintain harmonious working relationships with employees, community members, board members and other persons making contact with AAIHB.
- Dependability regarding attendance and punctuality.
- Commitment to be cross-trained in other departments to meet program needs.
- Excellent communication skills.
- Mature judgment and professionalism in handling confidential matters.
- Able to operate a motor vehicle and have a valid State driver's license.
- Completion of background investigation is required.
- Thorough knowledge of office practices and procedures of an Administrative Assistant.
- Proficiency in various office applications such as word processing, data bases and spreadsheets.
- Some accounting skills.

WORK CONDITIONS/PHYSICAL REQUIREMENTS:

- Complete HIPPA certification within 30 days.
- Work is performed in a typical interior office environment.
- Talk, listen, and sit for an extended period of time.
- Stand, use hands to hand objects, equipment, controls and reach with arms and hands.
- Come in direct daily contact with staff and public.
- Walk frequently to offices, storage room, board room, and entrance to greet visitors.
- Operate standard office equipment and multi-line telephone.
- Noise level is usually minimal.
- Drive company-leased vehicle for company related business.

DUTY STATION: Albuquerque, New Mexico

Morning Work Hours 8:00 am – 12:00 pm

Lunch Hour 12:00 pm – 1:00 pm

Afternoon Work Hours 1:00 pm – 5:00 pm

PREFERENCE:

Qualified American Indian applicants will be given preference in accordance with the exemption provided under Title VII of the Civil Rights Act of 1964.

TO APPLY FOR THIS POSITION:

Send CV/Resume, list of three professional references, salary requirements and cover letter to awhyte@aaihb.org No phone calls.

For best consideration, please forward all application materials by September 18, 2020.