



Mashpee Wampanoag Tribe
483 Great Neck Rd. South, Mashpee, MA 02649
Phone (508) 477-0208 Fax (508) 477-1218

Job Title: Receptionist

Location: New Bedford Office

Status: Part-Time up to 30 Hours Weekly

Salary: \$11.00 to \$14.00 per hour

Closing Date: 01/04/2012, extended to 2/11/2012, due to no longer a training program under WIA

Summary: Operates multiline telephone system to answer incoming calls and directs callers to appropriate personnel by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.

Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.

Answers questions about the department and services available and provides callers with address, directions, and other information.

Assists applicants with intake forms.

Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate staff.

Updates appointment calendars.

Receives, sorts, and routes mail, and maintains and routes publications.

Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.

Orders, receives, and maintains office supplies.

Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.

Performs other clerical duties as needed, such as filing, photocopying, and collating.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

Manages difficult or emotional customer situations; Responds to requests for service and assistance.

Maintains confidentiality.

Speaks clearly and persuasively in positive or negative situations.

Balances team and individual responsibilities.

Writes clearly and informatively.

Shows respect and sensitivity to Native Americans and Native American culture.

Treats people with respect; Works with integrity and ethically.

Adapts to changes in the work environment.

Is consistently at work and on time.

Follows instructions, responds to management direction.

Treats others with respect and consideration regardless of their status or position.

Completes work in timely manner.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); preferred or three months related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos.

Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software and Internet software.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand and walk.

Preference is given to qualified Native American candidates in accordance with the Indian Preference Act of 1934 (Title 25, U.S.C., Section 472)