



## **Gila River Telecommunications, Inc.**

<b>Position Title:</b>	Receptionist
<b>Exempt Status:</b>	Non-Exempt
<b>Department:</b>	Customer Service
<b>Reports To:</b>	Customer Service Supervisor

### **Job Summary:**

The Receptionist is the first point of contact who greets visitors and delivers exceptional customer service support for Gila River Telecommunications and its Subsidiaries. Answers and manages incoming phone calls made to GRTI's main customer service number. Addresses customers and visitor's questions and needs by providing an overall welcoming environment. Communicates and directs employees and customers to the appropriate areas. Maintains security by following procedures, monitoring sign-in sheets, and issuing visitor badges when necessary.

The Receptionist reports directly to the Customer Service Supervisor.

### **Job Description Duties:**

- Welcome customers and visitors in a warm and friendly manner as soon as they walk in.
- Answer and direct phone calls politely and professionally.
- Maintain reception area and lobby in a clean and tidy manner with all necessary stationery and materials at all times.
- Provide basic and accurate information in person, over the phone, and/or email.
- Convey knowledge of GRTI's phone and Internet products and services.
- Convey knowledge of GRTI subsidiaries.
- Convey knowledge of the Gila River Indian Community and provide helpful directions based on knowledge of the Lone Butte Industrial Park.
- Manage a phone system when answering calls E.g. Placing on hold or transferring calls; conference calls; answer and manage several incoming calls at once.
- Print documents and envelopes on a network printer; create/print labels.
- Accomplish miscellaneous projects on the PC as assigned.
- Receive, sort, and distribute daily mail and deliveries.
- Track and maintain an inventory of phones.
- Share and listen to ideas, keep commitments, and address problems constructively.
- Ensure GRTI Employee Handbook is understood and followed consistently and respectfully.

**Note:** This job description in no way implies that these are the only duties to be performed by this employee. She/he will be required to follow any other instructions to perform any other duties as requested by her/his supervisor.

## **Skills and Competencies:**

- Proven work experience as a receptionist, front office representative or similar role.
- Hands-on experience with office equipment; fax, printers, copiers, etc.
- Excellent written and verbal communication skills.
- Customer service-oriented; convey a professional and polite attitude.
- Ability to be resourceful and proactive when issues arise.
- Multitasking and time management skills with the ability to prioritize tasks.
- Maintain knowledge of the organizational structure, personnel names and titles.
- Demonstrate active listening skills and provide solutions and support to the customers' needs by using knowledge of GRTI and its Subsidiaries' products and services.
- Good working knowledge of Microsoft Office Suite. E.g. spreadsheet software to create formulas; enter timesheets, send emails.
- Type 50 words a minute; is familiar with use 10-key calculator
- Effectively communicate with co-workers and various business contacts professionally and courteously and function as a team player
- Exceptional organizational skills with special attention to details and deadlines; ability to work with frequent interruptions
- Maintain strict confidentiality guidelines per company policy.
- Able and willing to continue business skill development.
- Work and contribute successfully within a culturally diverse work environment
- Consistently demonstrate a high degree of integrity, honesty and accuracy.

## **Education and Experience:**

High School Diploma (or GED/High School Equivalence Certificate) is required. One year of administrative work, including experience in a Customer Service related function is preferred.

## **Equipment used:**

Telephone; FAX, calculator, computer, monitor, printer, hardware and software packages, computer peripheral equipment i.e. mouse, keyboard; Microsoft Suite.

## **Additional Requirements:**

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug and alcohol test, and a background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Indian Community Members, other Indians, and non-Indian spouses of officially enrollment Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).