Vacancy Announcement
Support Services

Pueblo of Acoma Human Resources Department P.O. Box 348, Acoma, NM 87034 • 505-552-6728 • www.puebloofacoma.org

JOB TITLE: Receptionist (Full-Time/Regular) PAY RATE: $DOE

OPENING DATE: July 8, 2020 CLOSING DATE: Open Until Filled

POSITION PURPOSE
Under direct supervision of the Controller, operates PBX or multi-line telephone system to answer incoming calls and directs callers and visitors to appropriate personnel. Maintains professionalism in all interactions with internal and external customers. Maintains confidentiality of all privileged information.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

1. Answers incoming telephone calls, determines purpose of calls, and forwards calls to appropriate personnel or department, ensuring professional telephone etiquette.
2. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
3. Retrieves messages from voice mail and forwards to appropriate personnel.
4. Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel. Answers questions about program services and provides general information.
5. Monitors visitor access and signs in visitors as required.
6. Types correspondence, reports, minutes, agendas, memos, forms directories, and other documents and communications from drafts, recordings, or verbal instruction.
7. Edits and reviews all correspondence and documents for correct grammar, punctuation, and spelling.
8. Receives, sorts, and routes mail, and maintains and routes publications.
9. Maintains phone system, fax machines, and other office equipment; performs minor maintenance and repairs; arranges for equipment maintenance and repair.
10. Send faxes, and retrieves, logs, and distributes incoming faxes.
11. Orders, receives, and maintains office supplies as needed.
12. Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
13. Conducts miscellaneous errands as requested.
14. Contributes to a team effort and accomplishes related results as required.
15. Performs other duties as required.

MINIMUM QUALIFICATIONS

Experience:  
• Six months experience as a receptionist in a large office setting.

Education:  
• High School Diploma or GED.

Mandatory Knowledge, Skills, Abilities and Other Qualifications:
• A record of satisfactory performance in all prior employment as evidenced by positive employment references from previous employers
• Knowledge of traditional form of government and pueblo customs and traditions.
• Knowledge of the functions and structure of the Pueblo of Acoma.
• Knowledge of modern office practices, procedures, and equipment.
• Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
• Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
• Ability to communicate effectively in the English language, preferable in the Keres language, both verbally and in writing.
• Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
• Ability to maintain confidentiality.
• Ability to handle multiple tasks and meet deadlines.
• Ability to exercise independent judgment.
• Ability to follow oral and written instruction.
• Ability to demonstrate excellence in everything, and continually seek improvement in results.
• Ability to perform other duties as assigned

PREFERRED QUALIFICATIONS

• Fluency in the Keres language preferred

INDIAN PREFERENCE

The Pueblo of Acoma has implemented an Indian Preference Policy. It is the policy of the Pueblo of Acoma to give preference to any qualified person who is an enrolled member of a federally recognized Tribe.

The application of Indian Preference is not automatic. Applicants requesting consideration for Indian Preference must provide valid Tribal enrollment documents certifying his/her Indian blood quantum.

Aside from employment preference as provided in this section, the Pueblo of Acoma shall not discriminate because of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability or political affiliation.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination. An employee will be asked to sign a confidentiality statement upon hire.

Background investigation: This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 “Indian Child Protection and Family Violence Prevention Act.” Candidates must be able to successfully pass all required background checks to qualify for this position.

Health Requirement: None

Driver Check: All applicants must possess a current valid Driver’s License and must be insurable through Tribal Automotive Insurance Carrier to qualify for position.

Drug screening: All applicants must successfully pass a pre-employment drug screening prior to beginning employment and may be subject to random drug testing.

To apply, applications are available in the Acoma Human Resource (HR) Office or on-line at www.puebloofacoma.org. All applications must be submitted to the Acoma HR Office for consideration by the closing date of the announcement. All applicants will be given consideration; however, not all applicants will necessarily be contacted or interviewed.

VA0582020 Pueblo of Acoma is a Drug Free Workplace.