

**NORTHERN CHEYENNE TRIBE
TRIBAL BOARD OF HEALTH
Job Advertisement**

POSITION: Administrative Secretary Salary: \$10.00 - \$14.00 per hour

DEPARTMENT: Northern Cheyenne Tribal Board of Health - **Recovery**

ACCOUNTABLE TO: Director of Recovery

Classification: Regular, Full-time, Covered, Non-Exempt

OPENING DATE: 11/18/2020

CLOSING DATE: 12/2/2020 @ 4:00 PM

How to Apply:

- Submit an NCT application for employment
- A valid Montana Driver's license.
- A completed Resume
- (3) current references letters within 1 year (past/present/employers).
- Copies of credentials, **and certified copy of transcripts.**
- If claiming Tribal Preference, a Tribal I.D. or Tribal Certification
- If claiming Veterans Preference, a DD214

**Northern Cheyenne Tribe, ATTN: Human Resources Office, P.O. Box 128, Little Wolf Capitol
Building, Lame Deer, Mt. 59043**

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

SUMMARY OF WORK: This position serves as receptionist to greet people by telephone and in person, answers questions and directs people and phone calls to appropriate person or office. This position also shall be a medium for correspondence within the Littlewolf Capitol Building.

JOB CHARACTERISTICS:

Nature of Work: This position performs duties requiring alertness, accuracy and patience. Position requires ability to perform multiple tasks simultaneously, deal with stress, handle sensitive calls and adhere to standards of confidentiality. Position requires the ability to operate a vehicle. This position requires the employee to collaborate with all tribal health programs to assist with clerical needs.

Personal Contacts: This position had constant contact with the public, both in person and

over the telephone. Regular contact with office personnel in person and over the telephone. The position requires daily personal contact with the Recovery Director and staff.

Supervision Received: Recovery director

Supervision Exercised: No supervision is exercised.

Essential Functions: Position requires ability to answer and route telephone calls; take appointments and messages effectively; communicate orally, operate a telephone, use a computer; fax machine; copier; scanners; data entry programs; file; and record information. This position must observe all confidentiality, and privacy regulation pertaining to health. Other projects and duties may be assigned.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

Answers incoming phone calls and transfers calls to correct extension; routes internal calls; records and relays messages when personnel are not in their office; operates switchboard and alerts appropriate authority for necessary repairs and maintenance; answers questions about Tribal Health services and directs inquiries to appropriate office.

- Picks up and distributes in-coming mail and takes out-going mail to Tribal Office.
- Picks up and distributes in-coming mail from the Service Unit and takes out-going mail to the Service Unit
- Takes documents to Tribal Finance office, Tribal Personnel office and other offices as directed by Supervisor.
- Makes copies of documents for administrative staff as needed. Performs other related duties as required.
- Works on assignments and projects as determined by the supervisor.
- Work with director of recovery regarding scheduling and appointments.
- Keep an updated calendar of events for administration department.
- Adherence to confidentiality and privacy regulations.

JOB REQUIREMENTS:

Knowledge: This position requires a general knowledge of switchboard functions, Tribal Health personnel, offices and services. Must possess knowledge of editing mediums for printing ensuring quality assurance. Employee should know the protocols of tribal policies

and procedures.

Skills: This position requires skills in telephone etiquette, filing, typing, use a copier, and word processing. Skills in the operation of a switchboard is also required. The position requires skill in using computer software, hardware and other office equipment. Must have skills in basic administration including program, policy, and procedure implementation.

Abilities: This position requires the ability to: be alert; decipher the needs of the caller direct the call to the correct office; memorize extension numbers; communicate effectively orally; follow verbal instructions; remain calm when handling emergency situations; be patient and courteous; operate a vehicle; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors and the public. More importantly, must adhere to strict standards of confidentiality.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to the following:

- Performs assigned duties.
- Displays proper phone etiquette.
- Is courteous and precise on the telephone.
- Demonstrates computer and typing skills
- Filing documents for administrative staff.
- Alerts proper authority of problems with the phone system.
- Takes accurate messages.
- Relays messages in a timely manner.
- Deals tactfully and courteously with the public and co-workers.
- Adheres to standards of confidentiality.
- Answers calls promptly.
- Distributes mail efficiently.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.
- Demonstrates punctuality. Practice good public relations in support of tribal health's functions and activities.
- Establishes and maintains effective working relationship with supervisor, fellow employees, and the public.
- Effectively works with programs/components.
- Practices good public relations in support of tribal health's functions and activities.

EDUCATION AND EXPERIENCE:

The above knowledge, skills and abilities are typically acquired through a combination of

education and experience equivalent to:

- Associate of Arts degree is recommended.
- High school diploma.
- Minimum of two years of experience as a Receptionist/Switchboard Operator.
- Must possess a valid Montana Driver's License.