

**NORTHERN CHEYENNE TRIBE  
TRIBAL BOARD OF HEALTH  
JOB ANNOUNCEMENT**

**POSITION:** Administrative Secretary                      Salary: \$10.00 - \$12.00 per hour

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

**ACCOUNTABLE TO:** Employment Service Director

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

**OPENING DATE:** August 4 2017                      **CLOSING DATE:** August 10 2017

**HOW TO APPLY:** Submit a completed application, **RESUME**, three (3) letters of recommendation/references, Valid Montana Driver's License, college transcripts/High School transcript/Diploma/GED, training certificates, DD-214 Military Service Record (if claiming veterans preference), a Certificate of Indian Blood or Tribal Identification Copy (if claiming Tribal Preference) to the Human Resources Office, P.O. Box 128, 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 Tribal Health Administrator, tribal health program directors, supervisors, administrative staff, health board members, tribal administration and staff, and the Indian Health Service staff. This position requires daily personal contact with the Tribal Health Administrator, administrative staff, health program staff, health board members, tribal administrative staff, and the Indian Health Service staff.

**Supervision Received:** General supervision received by Employment Service 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 Tribal Health Administrator or supervisor.
- Work with tribal health administrator regarding scheduling and appointments.
- Keep un 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
- Minimum of two years of experience as a Receptionist/Switchboard Operator.
- Must possess a valid Montana Driver's License.