

WRANGELL COOPERATIVE ASSOCIATION

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POSITION DESCRIPTION

WCA Receptionist

INFORMATION

Department: Administration

Type of Position: Non-Exempt

Location of Work: Wrangell, AK

Approved By: WCA Council

Salary Grade(s): DOE

Full-time: 37.5 hours / week

PURPOSE

The WCA Receptionist provides administrative and calendaring support to the Administration Department, and to other departments as assigned by the Tribal Administrator. The Receptionist is responsible for setting a positive and professional tone for the Tribe, and for keeping the day-to-day functioning of the WCA Administration Department running smoothly.

REPORTING RELATIONSHIPS

Reports To: Wrangell Cooperative Association Tribal Administrator.

ESSENTIAL FUNCTIONS

General Responsibilities:

- Answer main telephone line pleasantly and professionally; respond to inquiries quickly.
- Greet visitors pleasantly and professionally and conduct basic screening for purpose of referring to appropriate department.
- Process incoming and outgoing mail daily, keep electronic record.
- Maintain paper and electronic calendaring of meetings for the Cultural Center.
- Organize and Advertise Meetings of the Association.
- Forward minutes from meetings to the staff.
- Update the six-month wall calendar.
- Responsible for check/cash handling process and ensuring incoming monies are routed correctly.

- Provide employment information and Tribal program applications to the public as requested.
- Work with administrative staff to maintain and order office supplies.
- Keep entry, reception, lobby, and conference room – including window areas – neat and clutter free.
- Maintain filing system.
- Receive enrollment applications, ensure applications are complete with all needed paperwork from Tribal Citizens.
- Update WCA Facebook and Instagram page.
- Assist with WCA Facilities, including light cleaning and removal of debris.
- Assist with scheduling for tourism.

Meetings, WCA Reporting, Professional Conduct:

- Attend administrative staff meetings, WCA all-staff meetings, and other meetings as requested by the Tribal Administrator.
- Participate in WCA all-staff events (which may occur after hours or on weekends).
- Prepare monthly reports of activities and any other items assigned by the Tribal Administrator; prepare report for inclusion in quarterly newsletters.
- Respond to questions and Tribal member’s concerns in a compassionate, courteous, and timely manner.
- Maintain strict confidentiality of all Tribal information.
- As the first image of the Tribe, must maintain a professional, neat appearance.
- Other duties as assigned by Tribal Administrator.

NECESSARY SKILLS AND KNOWLEDGE

- Strong written and oral communication skills.
- Ability to handle multiple tasks and work under short timeframes and attention to details.
- Ability to handle confidential information with tact and discretion.
- Knowledge of the history of Wrangell and a solid understanding of the Native community in Wrangell, including clan structure, or willingness to learn.
- Demonstrated computer skills, including MS Office.
- Ability to work independently with brief verbal instructions.
- Demonstrated ability to be a reliable worker (show up on time, consistent with the required work schedule).

MINIMUM QUALITICATIONS (education, experience, skills)

- High School diploma or G.E.D.
- Two years of increasingly responsible, varied, and highly skilled clerical work.
- Valid Driver’s License.

UNUSUAL PHYSICAL REQUIREMENTS OR RESTRICTIONS

The majority of work is performed in a professional office setting and is generally sedentary, requiring routine walking, standing, bending, and carrying of items weighing less than 40 lbs. Travel of small aircraft or ferry may be required.

CONDITIONS OF HIRE

- All employment at WCA is “at will”. This means that the employee or WCA may terminate employment at any time and for any reason. Unless specified in writing, no term of employment is expressed or implied for this position.
- WCA is a no tolerance workplace. All regular employees must pass an initial and random drug screening and potentially a random alcohol screening to be eligible for and maintain employment.
- WCA has several positions which require a criminal background check for the safety of our clients. All employment offers in the “covered” classification are conditional until WCA has received a Federal criminal background check verifying eligibility to work in these programs.
- Native preference in hiring applies as outlined in the WCA Hiring Policy and Procedure.

<p>This Job Description describes the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability. This is not a contract. Your signature indicates that you have read this Job Description and understand the essential functions of and qualifications for the job.</p>	
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Employee Signature

Date

Tribal Administrator

Date

WCA President

Date