



Job Description

Job Title: Receptionist
Classification: Non-Exempt
Area of Service: Corporate Communications
Supervisor: Chief Strategy Officer & General Counsel
Grade: NE2

AMERIND Risk is a federally chartered corporation created by its Members, the governmental units of federally recognized Tribal Nations that administer federally funded housing programs for American Indian and Alaska Native families. AMERIND Risk has the operating authority to work with Tribal Governments, Enterprises, and Citizens for Property and Liability, Workers Compensation, Homeowners and Renters, Employee Benefits coverage, Critical Infrastructure development and Fleet Automotive.

Position Characteristics and Attributes

- Professional presentation
- Customer service oriented
- Attention to detail
- Verbal and written communication skills

Job summary

The Receptionist is responsible for kindly answering incoming calls, greeting guest and directing guests to appropriate associates. Receptionist provides general office support with a variety of clerical and administrative duties and related tasks, such as mail distribution, scheduling meetings, flow of correspondence, and requisition of supplies.

This job description does not represent an inclusive list of all duties encompassed in this position.

Job Responsibilities

- Welcomes visitors, determines nature of business, and announces visitors to appropriate personnel, maintaining professional and courteous demeanor. Answers questions about program services and provides general information.
- Answers incoming telephone calls, determines purpose of calls, and forwards calls to appropriate personnel or department, ensuring professional telephone etiquette.
- Records and delivers messages or transfers calls to voice mail when appropriate.
- Processes credit card payments from members via telephone.
- Opens and closes front office, prepares coffee and ensures equipment is ready for use each day.
- Retrieves messages from voice mail and forwards to appropriate personnel.
- Monitors visitor access and logs visitors as required.
- Log and coordinate incoming shipments. Processes credit card payments from members.
- Prepares and maintains records and logs of schedules, rosters, and directories.
- Receives, sorts and prepares incoming and outgoing s mail.
- Maintain brochures, marketing packets, and marketing supplies in coordination with Marketing.
- Photocopies, collates, distributes, and files documents as requested.
- Transmits outgoing faxes, retrieves and distributes incoming faxes.
- Ensures copiers are ready for use.



- Types correspondence as requested.
- Maintains inventory of office supplies.
- Coordinates the pick-up and delivery of express mail services
- Provides general office support.
- Maintains confidentiality of all information.
- Participates in cross-functional team process improvement projects.
- Performs other duties as assigned.

Supervision of Others

N/A

Minimum Qualifications

- High School Diploma or GED.
- One year customer service preferred.
- Must be able to successfully pass a background investigation.

Conditions of Employment

- Continued employment is contingent upon the successful achievement of Part A of the Associates in General Insurance (AINS) 21 within 90 days from date of hire.
- Employee must obtain full AINS designation within the first two years of employment.

Knowledge/Skills/Abilities

- Knowledge of modern office practices, procedures, and equipment.
- Ability to effectively communicate information and respond to questions.
- Ability to maintain accuracy of work and pay attention to detail.
- Ability to maintain confidentiality.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds, employees and officials.
- Must maintain acceptable attendance.
- Skill in providing excellent customer service.
- Skill in operating business computers, office machines, and switchboard.

Working Conditions & Physical Demands

- Typical business office setting with moderate to high noise level.
- Must be able to sit for work at a computer and phone for more than 6 hours per day.
- Must be able to speak clearly.
- Must be able to use hands for dexterity of motion.
- Frequently required to stand; walk; and reach with hands and arms.
- Must have ability to occasionally lift 20+ lbs.

Physical Exam

Not required for position.



AMERIND Risk

Tribes Protecting Tribes

Hiring of AMERIND employees is subject to 7(b) of the Indian self-determination act. (25 U.S.C 450e(b)), which requires that, to the greatest extent feasible, preference and opportunities for training and employment shall be given to native Americans and Alaska Natives.