



## Klamath Tribal Health & Family Services

3949 South 6<sup>th</sup> Street

Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290

HR Fax: (541) 851-3985

Open: 03/21/2024  
Close: 04/04/2024

EXEMPT \_\_\_\_\_  
NON-EXEMPT  X

### POSITION DESCRIPTION

**POSITION:** RECEPTIONIST

**RESPONSIBLE TO:** Administrative Officer

**SALARY:** Step Range: 8 (\$33,895) – 27 (\$59,435) Full Benefits

**CLASSIFICATION:** Non-Management, Regular, Full-Time

**LOCATION:** Klamath Tribal Health & Family Services  
3949 South 6<sup>th</sup> Street  
Klamath Falls, Oregon

**BACKGROUND:** Comprehensive

### POSITION OBJECTIVES

This is a program support staff position for Klamath Tribal Health & Family Services. The primary purpose of this position is to receive incoming calls and provide direction to the general public. General work responsibilities include assistance and support for Klamath Tribal Health & Family Services departments.

### MAJOR DUTIES AND RESPONSIBILITIES

1. Answer a multi-line telephone system in an efficient and courteous manner; receive and direct incoming telephone calls. Accurately obtain caller's name, telephone number, and any pertinent information the individual may wish to leave and/or route to appropriate destination.
2. Answer routine informational questions regarding the organization and its programs in a professional and courteous manner. When an individual is requesting specific information, the individual will be routed or directed to the appropriate individual or department.

3. Receive and greet the general public, clients and customers coming into the KTHFS Building in a professional and courteous manner. This includes determining their needs or wants and directing them accordingly.
4. Provide assistance to visitors by explaining what services are available through Klamath Tribal Health & Family Services.
5. Follow established guidelines when visitors, clients, or vendors come in; including call or page program to notify them of the visitor, ensure visitor register is signed, distribute and collect visitor badges.
6. Ensure procedures for visitor security are followed at all times and remain vigilant regarding all persons who enter the premises. Contact security staff members when necessary, using radio and/or telephones.
7. Maintain and update employee check-in board, Community bulletin board and Tribal Health Event bulletin board; maintain office equipment with paper and toner as needed; and keep the reception and lobby area clean.
8. Prepare KTHFS building closure notices for posting at KTHFS Administration building.
9. Assist with office and public photocopying, faxing and processing mail; including assisting other departments with special projects.
10. Prepare and process all outgoing mail to include accurate weighing, sorting, postage and prepare certified and return receipt mail as needed.
11. Enter checks and associated detail in the KTHFS Operations Support System (KOSS) in coordination with the Finance Department.
12. Keep an inventory of all office supplies located in the Administration supply closet.
13. As directed by supervisor, perform a variety of clerical duties, including but not limited to, filing, drafting letters, memorandums, reports, forms or other documents from handwritten or rough draft with accurate grammar, proper format, punctuation and spelling.
14. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

## **SUPERVISORY CONTROLS**

Work is performed under the administrative and technical supervision of the Administrative Officer.

Employee performs daily assignments independently, resolving normal questions and problems according to established procedures and past experience and precedent.

Assignments are performed according to various established office procedures using set standards. New assignments are provided in detail, as well as changes in current procedures. Work is checked for accuracy, adequacy, and timeliness.

Unusual, new, or complex assignments which may require deviation from past experience or precedents are discussed with supervisor.

## **KNOWLEDGE, SKILLS, ABILITIES**

Ability to maintain **strict confidentiality** of all information and documents.

Ability to learn Klamath Tribal Health & Family Service's organization and structure; including the functions of each department, names, titles, and extension numbers of staff in order to expedite calls and messages.

Ability to answer a multi-line telephone in a pleasant, professional, and helpful manner; must speak in a clear, concise, well-modulated voice for a variety of purposes including obtaining information or conveying messages.

Ability to communicate effectively orally and in writing; must have basic knowledge of Business English and proper grammar.

Knowledge of general office practices and procedures; with basic ability to operate normal office equipment such as keyboard, photocopier, scanner, fax and postage machine.

Ability to function effectively under pressure; including deadlines and or demands of multiple tasks.

Must possess good public and interpersonal relationship skills; which includes the ability to meet and work with a variety of individuals exercising tact, diplomacy, and mature judgment; remaining pleasant, courteous, and professional in stressful situations.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

## **QUALIFICATIONS, EXPERIENCE, EDUCATION**

**Minimum Qualifications:** *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. **(Must submit copy of diploma or transcripts with application.)**
- **REQUIRED** to have one (1) year of general office experience; **OR** six (6) months of experience AND six (6) months training may be substituted.
- **REQUIRED** to have excellent hearing and the ability to speak in a clear concise, well-modulated voice.
- **REQUIRED** to have experience with office equipment such as typewriter, computer/word processor, photocopy machine, and multi-line telephone system.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to accept the responsibility of a **Mandatory Reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

### **Preferred Qualifications:**

Ability to type/keyboard a minimum of 30 wpm with accuracy.

### **Indian Preference:**

Indian and Tribal Preference will apply, as per policy. **(Must submit tribal documentation with application to qualify for Indian Preference).**

## **ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by

the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

**APPLICATION PROCEDURE**

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services**  
**ATTN: Human Resource**  
**3949 South 6<sup>th</sup> Street**  
**Klamath Falls, OR 97603**  
[jobs@klamathtribalhealth.org](mailto:jobs@klamathtribalhealth.org)

**IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.**

**Please Note:** If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified **applicants who present proof of eligibility for “Indian Preference”.**

**Applications will not be returned.**

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Employee Signature

Date

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Supervisor Signature

Date