



**P.O. Box 677
17547 First St.
La Conner, WA 98257**

Swinomish Housing Authority Office Assistant/Receptionist Position Description

1.0 FTE

Position Description: We are seeking a dedicated Office Assistant/Receptionist to join our team. In this vital role, you will be the first point of contact for our valued tribal members and visitors, ensuring their needs are met with professionalism and efficiency. Your primary responsibilities will include handling phone inquiries, processing payments, addressing common customer queries, and effectively directing inquiries to the appropriate departments. Exceptional attendance is imperative to excel in this role and maintain the highest level of service.

Key Responsibilities:

- Professionally handle incoming phone calls, assisting customers with inquiries, taking payments, and ensuring their concerns are promptly addressed.
- Assist with inputting work orders and closing work orders.
- Assist office staff with organization, mailing out customer billing statements and notices, delivering notice to homes as necessary.
- Manage office supplies inventory and upkeep of the office, lobby, and kitchen areas to ensure a tidy and welcoming environment.
- Oversee copier maintenance and coordinate regular servicing.
- Adapt to and master various software applications as needed while taking on additional duties as assigned.
- Collaborate with colleagues, providing support in tasks such as copying, faxing, scanning, and other administrative tasks as required.

Requirements:

- High school diploma or GED certificate.
- Valid Washington State Driver's License.
- Successful completion of a drug test and background check.
- Proficiency in basic math and ability to handle calculations accurately, writing skills
- Strong message-taking and basic writing skills.
- Excellent customer service aptitude and a genuine enjoyment of interacting with the public and co-workers.
- Demonstrated ability to maintain confidentiality and professionalism when dealing with customers, vendors, governmental entities, and colleagues.
- Physical capability to lift items weighing up to 25 lbs.

Desired Skills:

- Minimum of one year of experience in a related field, displaying familiarity with customer service and administrative duties.
- Competency in operating computers and phone systems and Microsoft Office programs.
- Acquaintance with common office tasks and equipment.



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Join our team as a Office Assistant/Receptionist and contribute to our commitment to exceptional customer experiences and operational efficiency. Your attention to detail, interpersonal skills, and organizational abilities will make a significant impact on our success.

Employment Conditions:

The Personnel Policies and Procedures of the Swinomish Tribal Community apply to SHA employees. Employees in this classification are considered non-exempt. Consistent with practices on federally recognized Indian Tribes, Native American hiring preference will apply. All offers of employment are contingent on the successful completion of a drug and alcohol screening. A successful applicant must meet minimum standards of character based on a background check. SHA will serve as the hiring committee.