



Navajo Nation Oil and Gas Company

P.O. Box 4439 Window Rock, AZ 86515 • Phone: (928) 871-4880 • Fax: (928) 871-4897

Receptionist

Position Description

Division:	All Departments
Department:	Executive
Job Code:	RECEPT
Pay Grade:	NE 4
Hours/week:	40 hours
Type of Position:	Full-time

Reports to (title):	HR Director
Job Location:	All Locations
Supervises:	None
Classification:	Non-Exempt
Effective Date:	January 11, 2019
Revised Date:	04/01/2014; 07/09/2015; 5/23/2018

PERFORMANCE EXPECTATIONS

In Performance of their respective tasks and duties all employees of Navajo Nation Oil & Gas Company (NNOGC) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent
- Adhere to all professional and ethical behavior standards of the oil & gas industry
- Interact in an honest, trustworthy and dependable manner with clients, employees and vendors
- Possess cultural awareness and sensitivity
- Maintain a current insurable driver's license and clean driving record
- Successfully pass a pre-employment drug/alcohol screen and background investigation

POSITION PURPOSE

The Receptionist will be responsible to provide general office support with a variety of clerical and administrative work-related tasks, including operating telephone switchboard by answering all incoming calls and excellent friendly customer services. This position requires attention to detail, the ability to meet deadlines and juggle multiple requests and great organizational skills. Shall maintain a high level of integrity and discretion in handling confidential information.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Operate telephone switchboard to answer all incoming calls by appropriate greeting, screen, and forward calls accordingly or take message(s) as necessary; and, to provide direction or information. Record and maintain a telephone log on a daily basis.
- Greet guests in a professional, friendly, hospitable manner by properly ask the guest to sign-in, purpose of visit and direct or escort the guest to specific location.
- Provides caller with information such as Company mailing address, fax number, website or directions to the company location and other business related information.
- Perform routine clerical and administrative work, develops and maintains office forms and procedures, and assist with administrative tasks.
- Ensure substitute receptionist is well trained as a backup to perform all duties with minimal interruption.
- Performs the following tasks on a daily basis:
 - Update self on staff in and out of office
 - Ensure the printers and fax machine are in properly working and monitor quantities of paper and toners

- Pick up company mail, sort, log-in, forward to appropriate department/personnel. Maintain and routes publication.
- Maintain postage stamp machine with necessary supplies and handle all rate change.
- Coordinate pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Perform the following tasks on a weekly basis:
 - a. Maintain filing system of incoming mail, invoices, checks, receipts, and any other business correspondences,
 - b. Assist with periodic checks of break room supplies and maintain the minimum requirement.
 - c. Assist with maintaining office supply room; provide notice for replenishment and obtain approval. This includes placing and sorting of other business unit's supply orders.
- Company Vehicle Administration:
 - a. Coordinate with the Facility/HSE Technician on vehicle usage logs and key distribution
 - b. Communicates any maintenance repair requests received or reported related to the company vehicle
 - c. Informs the Technician of vehicle out of order notices, coordinate concern
 - d. Ensure all required information is received and authorization is approved prior to release of company vehicle keys
 - e. Ensure employee has a valid driver's license upon receipt of key.
- Incoming checks/drafts:
 - a. Log all checks received into daily receipt log and delivered to the Accounting Department;
 - b. Maintain confidential and security of all checks/drafts,
- Distribute all incoming faxes to mail boxes, if cover page indicates URGENT, notify the receiver upon receipt and deliver. Handle all information with confidentially as noted.
- Handle outgoing faxes and ensure fax is sent without interruption. Return information to sender with confirmation notice.
- Update in a timely manner the telephone directory and post updated directory in specific locations.
- Generate and maintain the employee name plates and process new employee business cards as requested.
- Open/close visitor area (lock all entry doors, close blinds, lock file cabinets, lock supply cabinets, lock key safe, turn off lights, etc.)
- Maintain clean conference rooms; replenish supplies and refreshments as appropriate for meetings, etc.
- Maintain visitor area; remove any objects that will cause safety concerns as well as outdated material.
- Assist with making copies, scanning information, preparing summaries, preparing packets, etc.
- Perform bi-weekly filing and purging of documents for services, products, and other correspondence.
- Uphold confidentiality with all information handled and generated.
- Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience:

- Minimum of three (3) years of office experience required.

Education:

- Minimum of 25+ credit hours from an accredited college/university and a high school diploma or GED required.
- Associate Degree preferred, but not required.

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Knowledge and proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Skilled with excellent organizational, written and verbal communications
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to operate office machines and equipments, computers and printers
- Ability to work with a minimal supervision, self-motivated and able to perform multi-task assignments.

POSITION PREFERENCES

Licenses and Certifications: None

WORK ENVIRONMENT

- Work Environment: Work is generally performed in an office setting with a moderate noise level. Variable hours based on operational needs. Tight time constraints and multiple demands are common. Travel may be required
- Physical demands: While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; and talk or hear. The employee occasionally is required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.
- Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

NAVAJO/INDIAN PREFERENCE

Navajo Nation Oil and Gas Company complies with the Navajo Preference in Employment Act (NPEA).

OTHER

All employees must uphold all principles of confidentiality and proprietary information to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

ACKNOWLEDGMENT

I have reviewed the content of the **Receptionist** position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of the position as outlined in this description, with or without reasonable accommodation.

Description any accommodation required to perform these functions:

Employee (printed name)

Employee (signature)

Date