



## American Indian OIC

Providing Opportunities. Changing Lives.

Affiliated with OIC of America

*Chairman of the Board*, Donald Flower  
*Vice-Chairman of the Board*, LaMoine LaPointe  
*Secretary of the Board*, Trisha Lee Cook  
*Treasurer of the Board*, Bob Van Zandt  
*President & CEO*, Dr. Lee Antell

***Celebrating 30 Years!***

### Job Description

**Position:** Receptionist  
**Organization:** American Indian OIC, Inc.  
1845 East Franklin Avenue  
Minneapolis, MN 55404  
**Hours:** 8:00 am - 4:30 pm with 1 hour lunch  
**Terms:** 60-day probationary period  
**Reports to:** Peer Nyberg, Vice President & COO

#### Position Dimensions:

To be the customer point of contact for all American Indian OIC (AIOIC) programs benefiting the Native American community in the Twin Cities Metro Area. Native American preferred.

#### Qualifications:

- Minimum two years of office support experience.
- Mastery of general software packages, network systems, and multi-line phone system.
- Mastery of standard word and data processing programs, including shared network material.
- Ability to implement courteous and prompt customer service.
- Ability to follow and enforce AIOIC's emergency procedures.
- Familiarity with Native American community and programs.

#### Required Attributes:

- Must possess strong communication skills.
- Must possess exceptional listening skills.
- Must be a self-starter and problem solver.
- Must possess excellent organizational skills.
- Willingness to complete training in new skill areas.

#### Duties and Responsibilities:

##### Soft Skills

Style and communication that is respectful of all requests, independent competency with a team spirit, and support for colleagues and management team. Assist with all required objectives in a timely manner. Schedule time, organize, and prioritize tasks. Handle a variety of management and communication styles. Conduct oneself in a manner that reflects honesty, integrity, cultural sensitivity, and upholds legal and agency standards.

##### Activities

###### Daily Duties and Responsibilities:

Check telephone messages/e-mails/faxes and route to appropriate staff members.  
Answer multiple telephone lines and direct calls to appropriate department personnel.  
Greet visitors/clientele/students at the front desk and direct them to the appropriate department staff and classrooms.  
Maintain daily sign-in sheets for staff/students/clientele and visitors at the front desk.  
Stamp postage on out-going mail, sort and dispense daily in-coming mail, UPS, Fed-Ex, Certified Mail deliveries and deliver out-going mail to Post Office after workday.  
Maintain an orderly reception area, brochure racks, post updated flyers on bulletin boards, placing educational and resource listings on tables.  
Update the on-line agency calendar and desk calendar.  
Assist Staff/Students/Clients with duplication/faxes and cover for Career Center as needed.  
Train Student Interns/Workers with front desk duties and responsibilities.



## MFIP Counselor position opening

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Guest Speaker (3 Classes) for Nirmal Bhattarai's Office Procedures Class I for instruction on front desk duties, postage machine, and copy machine usage.

Word processing/typing for agency office forms, signs, events, and closings as needed.

Bi-weekly meeting invitations/confirmations/shopping and set-up.

Responsible for keeping first aid kit supplied at the front desk.

Contact person for vendor machines in front lobby.

### **Monthly Duties:**

Ordering department supplies upon request.

Ordering supplies for all copy machines and postage machine as needed.

Contact service technicians as needed for repairs on faulty office equipment.

Monthly postage machine/copy machines meter reads and submit to Accounting Office/Konica Minolta Office for billing purposes.

Add postage to the postage machine.

Update and distribute monthly calendar to staff.

### **Yearly Duties:**

Assist with AIOIC Open House's clean-up day.

Assist with corporate donor volunteers at AIOIC.

Serve as the primary contact for United Way Campaign.

### **Other duties as assigned.**

Cover letter, resume, and references to D. Peer Nyberg at the AIOIC mailing address.

Last updated:

July 2, 2009