



Job Posting

Job title: Receptionist/Administrative Support

Location: Pala, CA

Application Deadline: 5/26/2019

Compensation: Minimum of \$13/hour. DOE. *In addition to hourly pay, we offer paid time off, 401(k), rich benefits & much more!*

Status: Full Time/Regular position.

Job Summary

This individual works for the Tribal Training Print Source program in North San Diego County. The Receptionist/Administrative Support will manage the phones on a daily basis and be responsible for performing a variety of customer service, clerical and administrative duties in an office setting, as well as assisting the Customer Service Representatives with various tasks. This position will assist with various duties of the shop including: making phone calls, online research, hands-on bindery, packaging and delivering to the post office/FedEx. This role may require working in shifts, so flexibility is a must.

Essential Functions

- Greet, welcome and direct visitors to the appropriate person and office.
- Answer, screen and forward incoming phone calls.
- Responsible for maintaining filing system and making coffee.
- Ensure reception area and conference rooms are tidy and presentable, with all necessary stationery and material(e.g. pens, forms & brochures)
- Provide basic and accurate information in-person and via phone/email.
- Receive, sort and distribute daily mail and deliveries.
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Order front office supplies and keep inventory of stock.
- Update calendars and schedule meetings.
- Keep updated records of office expenses and costs.
- Learn and maintain product knowledge to best assist colleagues and clients.
- Assist operators with various entry level bindery responsibilities including folding, stuffing, collating, bindery, laminating, trimming, etc.
- Assist with keeping the shop clean and organized, including restocking paper as needed.
- Assist Customer Service Representatives with inquiring and ordering various promotional items, availability, shipping, quotes, etc.

- Communicate with customers through various channels, respond to inquiries, acknowledge and resolve customer complaints.
- Processing orders, forms, applications and requests.
- Keep records of customer interactions, transactions, comments and complaints.
- Ensure customer satisfaction and provide professional customer support.
- Potentially represent TPS at local trade shows as support with team.
- Learn and maintain product knowledge to best assist colleagues and clients.
- Other duties as assigned.

Job Requirements and Qualifications

Education: Minimum High School education or equivalent.

Certificates & Licenses: Office Management certificate a plus. Valid California Driver License with driving record acceptable to SCTCA's insurance.

Experience: At least 1 year of previous administrative experience as a Receptionist, and/or Customer Service/Sales Support in a small team environment. Prior experience in a print shop is a plus.

Knowledge & Ability Requirements: Proficient in Microsoft Office Suite and operating office equipment (e.g. fax machines & printers). Excellent verbal and written communication. Strong customer service and organizational skills. Multitasking and time-management skills, with the ability to prioritize tasks. Ability to be resourceful and proactive when issues arise.

Physical: Typically requires sitting for extended periods of time. Lifts and moves objects on occasion weighing up to 50 pounds. Primarily an indoor office environment.

Conditions of Employment: Candidates are required to successfully complete a background check and drug screening.

Other Information

In addition to the essential duties listed above the Receptionist/Administrative Support is expected to:

- Communicate regularly with supervisor about department issues. Must possess excellent communication skills both orally and in writing.
- Demonstrate efficient time management and prioritizes workload daily.
- Consistently report to work on time prepared to perform the duties of the position.
- Demonstrate tact and a high level of professionalism.
- Maintain a positive, empathetic and professional attitude toward customers at all times
- Coordinate communication between departments, clients and vendors.
- Deal with emergencies in a timely and effective manner, while streamlining office operations.
- Provide feedback on the efficiency of the customer service process.
- Be a team player and assist department where needed.

About Our Company

The Southern California Tribal Chairmen's Association (SCTCA) is a multi-service non-profit corporation established in 1972 for a consortium of 19 federally-recognized Indian tribes in Southern California. The primary mission of SCTCA is to serve the health, welfare, safety, education, cultural, economic and employment needs of its tribal members and enrolled Indians in the San Diego County urban areas. A board of directors comprised of tribal chairpersons from each of its member Tribes governs SCTCA.

How to Apply

Preferred method: Apply online at <http://sctca.applicantpro.com/>

- A. Apply in person and submit a **completed Application for Employment with a resume** to the Human Resources office*, located at 36146 Pala Temecula Rd. Bldg H. Pala, CA 92059. *Office subject to closures.
- B. Fax a **completed Application for Employment and resume** to 760-742-8610.

Note: The Application for Employment can be found at www.sctca.net, under the “About SCTCA” link.

SCTCA IS AN “AT-WILL” EQUAL OPPORTUNITY EMPLOYER WITH NATIVE AMERICAN PREFERENCE

To be considered under Native American Preference, you must submit verification of Tribal affiliation with your application.