



Roberta Patten  
Board of Regents Chair

Dr. Martin Ahumada  
College President

## **SAN CARLOS APACHE COLLEGE**

### **HUMAN RESOURCES**

1 San Carlos Ave., Bldg. 3

P.O. Box 344

San Carlos, Arizona 85550 (928) 475-2016 ❖ Fax (928) 475-2018

### ***Job Posting***

### **Receptionist**

**POSITION TITLE:** Receptionist

**VACANCY ANNOUNCEMENT:** #24-04

**WORK LOCATION:** San Carlos Apache College, Main Campus in San Carlos, AZ

**DEPARTMENT:** Student Services

**REPORTS TO:** Registrar & Coordinator of Student Success Initiatives

**EMPLOYMENT STATUS:** Regular Full-Time (Non-Exempt)

**OPENED:** April 11, 2024

**DEADLINE:** April 25, 2024

**SUMMARY:** The receptionist operates the multi-line telephone system to answer incoming calls, direct callers to appropriate personnel, assist guests and students, perform general clerical duties, and manage the lobby of the San Carlos Apache College Main Campus building.

**Essential Responsibilities:** Essential responsibilities and duties may include, but are not limited to, the following:

- Greet visitors and students, answer incoming phone calls, screen or forward calls to appropriate staff, take messages, and answer general information.
- Will be required to type documents, process data, maintain files, and perform clerical duties when necessary for student services staff.
- Assist all domains within the College as requested.
- Sort, date, log correspondence, file appropriately, and distribute/pick up postal and all mail.
- Make copies, send faxes, and create packets for outreach and recruitment events.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary;
- Ensure the efficiency of receptionist area by answering and redirecting calls and messages effectively and assist the public with excellent customer service.
- Adhere to the San Carlos Apache College policies and Procedures and assist and support students with Student Handbook compliance.

- Identifies and resolves problems promptly, develops alternative solutions: and works well in group problem-solving situations.
- Managing difficult or emotional customer situations: responds promptly to customers' needs; solicits customer feedback to improve service, responds to requests for services and assistance, meets commitments.
- Keep the reception and lobby area cleaned and organized.
- Assist with ordering and maintaining supplies.
- Shall perform other duties as assigned.

## Qualifications & Skills

- Must have excellent customer service skills.
- Must have good communication skills, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Initiative and ability to work independently.
- Follow instructions, respond to directions from the immediate supervisor; complete tasks on time, or notify the appropriate person with an alternate plan.
- Demonstrates attention to detail and follows through on commitments; Maintains confidentiality; remains open to others' ideas and offers ideas.
- Use a computer and related software applications.
- Communication, and interpersonal skills as applied to interaction with coworkers, supervisors, and the general public, etc. Sufficient to exchange or convey information and to receive work directions.
- Filing and maintaining student records and files with the Registrar and admission team.
- Seeks increased responsibilities; Asks for and offers help when needed.
- Ability to adjust to an academic setting and adhere to the College's mission of *Nnee bi'at'e'ihii nldzilgo ádanzih* – Upholding the power of Apache Wisdom and Knowledge.

## Work Schedule

The normal work schedule is Monday-Friday 8:00 a.m. – 5:00 p.m. Work schedule may consist of working beyond normal business hours to support college activities and needs.

## Education, Experience, & Requirements:

- ✓ Minimum High School Diploma or Equivalent; Associates Degree preferred but not required; ***Note: Applicants must submit a copy of all college transcripts to meet positive education requirements.***
- ✓ In addition to meeting the basic requirements above, candidates must have at least one year of specialized experience. ***Specialized experience is experience in general office support work and contact with the daily public. Examples may also include those duties listed under “essential responsibilities”.***
- ✓ Driver's license required or to be acquired within the 90-day probationary period.
- ✓ Ability to pass a pre-employment background check.
- ✓ Ability to pass a pre-employment drug and alcohol test.

**Compensation:**

\$35,000.00

**How to Apply:**

- Please email an employment application and resume to Samantha Alvarez-Santi, Human Resources Manager at [samantha.alvarez-santi@apachecollege.org](mailto:samantha.alvarez-santi@apachecollege.org) or [hr@apachecollege.org](mailto:hr@apachecollege.org).  
Employment applications can be found on our San Carlos Apache College website
- The San Carlos Apache College follows our Native Hiring Preference Policy.
- The San Carlos Apache College is an Equal Opportunity Employer.