



## Native American Youth and Family Center

5135 NE Columbia Boulevard, Portland, Oregon 97218  
P (503) 288-8177 | F (503) 288-1260 | www.nayapdx.org

### Position Description – *Community Reception Specialist*

<b>Position:</b>	<b>Community Reception Specialist</b>
<b>Department/Program:</b>	Administration/Main Office
<b>Compensation:</b>	Hourly Range: \$11.50 - \$14.25; and 80 hours vacation 1 <sup>st</sup> year, 120 hours vacation 2 <sup>nd</sup> year, 96 hours sick, 10 holidays, medical/dental/vision, Section 125 Cafeteria Plan Flexible Spending Account, Life Insurance and 401k after 1 yr.
<b>Employment Status:</b>	Part-time, non-exempt.
<b>Hours:</b>	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
<b>Supervision:</b>	No supervisory requirements
<b>Reports To:</b>	Director of Operations and Finance and the Community Reception Coordinator
<b>Job Location:</b>	Portland, OR

**Position Description:** The Community Reception Specialist serves as the primary contact providing both the telephone and face-to-face reception to clients and the community. The position performs general office duties including telephone reception, coordination of agency calendar, mail handling, room scheduling, preparation of weekly bulletin, office supply ordering, and oversight of the work room including the copy and fax machines.

#### Essential Functions:

- Provide a positive and welcoming presence through personal, telephone and electronic interaction with staff and community members
- Compilation and maintenance of materials and information for agency calendar and various logs
- Oversight and coordination of the copy room, assisting staff with various office machines, copying, faxing, and supply ordering
- Preparation and publication of the weekly internal agency bulletin
- Identify and assist in the development of organizational systems to enhance productivity and provide efficient and effective services
- Provide support in program and event planning including scheduling and communication
- Assistance with external communications to the community and agency partners
- Other duties as assigned by the Director of Operations and Finance

#### Additional Requirements:

- Periodic participation on planning committees
- NAYA Family Center is a team and community-based organization that relies heavily on all members of the team participating and supporting each other. It is a requirement of this position to work as an active member of the team, participate actively in cross-departmental NAYA team projects and to contribute to fostering a safe and secure environment for community members and staff.

#### Qualifications and Skills:

- Minimum three years experience in a client/customer service based environment
- Good verbal and written communication skills

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- Familiarity and experience with office machines including fax, photocopier, laminator, postage, etc.
- Strong computer skills including web based research, word processing, database management, email and Microsoft Office programs
- Ability to work with diverse populations, specifically the urban Native population, including knowledge of Native American history, an understanding of the diversity of the local American Indian/Alaskan Native community and issues surrounding the Urban Indian experience.

**Education/Experience:** Minimum High School Diploma

**Work Environment:** 95% office/classroom, 5% outside office including travel time.

**Physical Requirements:** lifting a maximum of 30 pounds, sitting for extended periods of time.

**Equipment Used:** Computer, phone, fax, copy machine.

**Safety Considerations:** Some travel may be required.

**Other Requirements:**

- Valid Drivers License, successful completion of a background investigation, and must be eligible to be an insured driver under NAYA Family Center's liability insurance policy, and remain so during the course of employment.
- Successful completion of a background investigation, including fingerprint criminal history check

**Application Procedures:** Interested candidates should submit a cover letter addressing their qualifications for the position and why they are interested in joining the NAYA Family Center team. Please also enclose a NAYA application and your resume. Applications and the official position description can be obtained online at <http://www.nayapdx.org/about/jobs.php> or by contacting the office.

**Application Deadline:** October 4, 2009.

**Attention:** Incomplete applications will not be considered.

**Please send application materials to:**

Patrick Eagle Staff, Human Resource Manager  
Native American Youth and Family Center  
5135 NE Columbia Boulevard  
Portland, OR. 97218  
Phone: (503) 288-8177 - Fax: (503) 288-1260  
E-mail: [patrickes@nayapdx.org](mailto:patrickes@nayapdx.org)