

**YAKAMA NATION HUMAN RESOURCES DEPARTMENT
JOB ANNOUNCEMENT**



Announcement # 2015-160 Issue Date: 08-20-15 Closing Date: 09-03-15

Telephone Operator/Office Assistant II
Facility Management
Department of Administration
Hourly Wage: \$9.86/Regular/Full-Time

Responsible for the operation of the CISCO IP Phone System Switchboard receiving incoming calls in a cordial and courteous manner. Works cooperatively with other telephone operator to share duties equally. Duties include assisting callers in locating programs both Yakama Nation and Bureau of Indian Affairs. Referring callers to the most appropriate contact person. Must exercise judgment in the release of information. Assists people that visit the main headquarters in giving directions and other information in a courteous manner. Provides minimal clerical support services, such as preparing the telephone listing and other small typing assignments when necessary.

Knowledge, Skills and Abilities:

- Skills in the operation of the CISCO IP switchboard, computer, and copier.
- Ability to communicate with the public, to provide information clearly and in a courteous manner.
- Ability to work with minimal supervision.
- Ability to establish and maintain a good working relationship with co-workers; to work within the schedule for telephone operators to assure all employees are receiving equal treatment.
- Ability to work a rotating shift, which may include working on Tribal Holiday's.

General Recruiting Indicators:

- High School Diploma or GED is required.
- Six (6) months of general office experience. OR Any experience or education that demonstrates the ability to perform the work.
- Required to pass a pre-employment drug and alcohol test.

Necessary Special Requirements:

- Must have a valid Washington State Driver License and ability to obtain a Tribal Drivers Permit.