

**YAKAMA NATION HUMAN RESOURCES DEPARTMENT  
JOB ANNOUNCEMENT**

**Announcement #** 2020-109      **Issue Date:** 09-14-20      **Closing Date:** 09-28-20



**Office Assistant II/Telephone Operator**  
**Facility Management**  
**Department of Tribal Administration**  
**Hourly Wage: \$9.86-\$11.31/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 Yakama Nation and Bureau of Indian Affairs employees and programs. Must exercise severe judgment in the release of information, referring callers to the most appropriate contact person. 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.

**Examples of Work Performed:**

- Operates CISCO IP Computer Systems Switchboard, receiving all calls quickly and courteously.
- Works with all programs within the organization providing assistance with numbers, extensions, etc.
- Updates the telephone listing every three (3) months; sends out email/memo requests for updates and prepares all information to verify all programs and employee listings are accurate.
- Greets tribal members, the general public, and employees, providing assistance in locating rooms, employees, and program that will best help them with their needs.

**Knowledge, Skills and Abilities:**

- Skills in the operation of the CISCO IP switchboard, computer, and copier.
- Ability to communicate with the general public, to provide information clearly and in a courteous manner.
- Ability to establish and maintain a good working relationship with co-workers; to work within the schedule for telephone operators.
- Ability to communicate effectively both orally and in writing.
- Ability to work a rotating shift, which may include working on Tribal Holidays.
- Ability to work with minimal supervision.

**Minimum Requirements:**

- High School diploma or GED.
- Required to pass pre-employment drug test.
- Six months of general office experience and/or any experience or education that demonstrates the ability to perform the work.
- Enrolled Yakama Preference, but all qualified applicants are encouraged to apply.