



JOB ANNOUNCEMENT
Requisition # AN-12-01-05 – Open Continuous

Job Title: On-Call Receptionist / Admin Assistant **Location:** Anchorage and Glennallen

Reports to: Varies

FLSA Status: Non-Exempt

To Apply: submit application or resume to ahtnajobs@ahtna.net or fax application to 907-868-8268. Applications can be downloaded at www.ahtnajobs.com. Resumes will be accepted, but ***MUST*** be accompanied with a signed application.

Summary:

The receptionist provides reception desk coverage and/or administrative support as directed by their supervisor for the day.

Essential Duties & Responsibilities:

- Answers incoming telephone calls, determines purpose of callers, and transfer calls to appropriate personnel or department. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate staff members
- Provides general information in response to inquiries about Ahtna, its mission, activities or personnel
- Organizes and maintains reception area, so as to present a neat and efficient appearance. Assures that Ahtna marketing materials and other informational literature is current and available for visitors and members
- Maintain cleanliness of conference room and assist as needed for preparation of meetings
- Maintain kitchen area in downstairs suites, monitor foods in the refrigerators, keep counters clean, dishes washed and put away
- Trains other staff on front desk procedures when necessary
- Provides general administrative support as directed by their supervisor for the day
- Assists in the preparation of Ahtna staff meetings and employee events
- Conducts research projects
- Assists others with administrative projects and performs miscellaneous duties as assigned

Minimum Qualifications: These are the minimum qualifications to be considered for this position.

- Minimum of six (6) months of previous experience working in an office environment

Ahtna Incorporated
406 W. Fireweed Lane, Suite 101
Anchorage, Alaska 99503

1

(Revised: January 2012)

- High School Diploma, or equivalent, required
 - Experience and knowledge of Alaska Native cultures preferred
- Valid Driver's License

Core Competencies:

- **Software:** Must be familiar with MS office software (Word, Outlook, Excel, and PowerPoint). The work requires ability to use and maintain directories, lists and other manuals
- **Customer Service:** This position requires a professional demeanor over the phone and in-person, and the ability to speak clearly, show diplomacy, courtesy and good judgment with public contacts. Personality conducive to public relations activities is necessary

Corporate Core Competencies:

All employees of Ahtna, Incorporated are expected to display these competencies in addition to the above listed job specific competencies.

- **Adaptability** - Adapts to changes in the work environment; manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events
- **Attendance/Punctuality** - Ensures work responsibilities are covered when absent; arrives at meetings and appointments on time
- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Understands that co-workers are internal customers and delivers excellent service
- **Dependability** - Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to long hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan
- **Ethics** - Treats people with respect; keeps commitments, inspires the trust of others, works with integrity and ethically, upholds organizational values
- **Initiative** - Volunteers readily, undertakes self-development activities, seeks increased responsibilities, takes independent actions and calculated risks, looks for and takes advantage of opportunities, asks for and offers help when needed
- **Innovation** - Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, develops innovative approaches and ideas, presents ideas and information in a manner that gets others' attention
- **Judgment** – The individual displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process and makes timely decisions. Works well under pressure
- **Oral and Written Communication** – The individual speaks clearly and persuasively in positive and negative situations, listens and gets clarification, responds well to questions, and participates in meetings. Writes clearly and informatively, varies writing style to meet needs, presents numerical data effectively and is able to read and interpret written information. Gives full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action policies and respects diversity
- **Planning/Organizing** – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans, plans for additional resources, sets goals and objectives, organizes or schedules other people and their tasks, develops realistic action plans, has ability to manage multiple priorities and projects simultaneously, has ability to work long hours and weekends to meet a deadline, can work on short-term assignments with tight deadlines while managing multiple tasks and projects
- **Problem Solving** – The individual identifies and resolves problems in a timely manner and gathers, analyzes and interprets both financial and general business information skillfully. The individual understands the implications of new information for both current and future problem-solving and decision-making. Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- **Quality Management** – The individual looks for ways to improve and promote quality, applies feedback to improve performance, monitors own work to ensure quality and demonstrates accuracy and thoroughness
- **Safety and Security** – The individual actively promotes and personally observes safety and security procedures, determines appropriate action beyond guidelines, reports potentially unsafe conditions or behaviors and uses equipment and materials properly
- **Teamwork** - Focuses on solving conflict, maintains confidentiality, keeps emotions under control, tries new things, balances team and individual responsibilities, exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, and puts success of team above own interests

Pursuant to PL 93-638, as amended, preference will be given to qualified Ahtna Native Corporation Shareholders, Descendents and Spouses, Alaska Natives and American Indians in all phases of employment. Ahtna and its subsidiaries are EEO/AA employers