



## PECHANGA BAND OF INDIANS

*Pechanga Indian Reservation*

Post Office Box 1477 • Temecula, CA 92593  
Telephone (951) 770-6000 Fax (951) 695-1778

Tribal Chairman:  
Mark Macarro

Council Members:  
Raymond J. Basquez Jr.  
Louise Burke  
Catalina R. Chacon  
Marc Luker  
Joseph Murphy  
Michael A. Vasquez

Tribal Secretary:  
(vacant)

Tribal Treasurer:  
Amy Minniear

### JOB DESCRIPTION

**POSITION:** Front Desk Receptionist  
**STATUS:** Non-Exempt  
**CLASSIFICATION:** Part-time  
**DEPARTMENT:** Pechanga Recreation Center  
**SUPERVISOR:** Director, Recreation Center  
**POSITION CATEGORY:** A  
**RATE OF PAY:** DOE

#### SUMMARY:

The Front Desk Receptionist will provide administrative support for the Pechanga Recreation Center; enforce exclusive usage to Tribal Members, household members/guests; maintain usage logs; answer phones; and provide excellent customer service. The part-time Receptionist is required to work a varied schedule including days, evenings and some weekends.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service to all callers and visitors to the Recreation Center. Greet all visitors and callers with a smile.
- Handle incoming calls, direct calls to their destination, and take messages as appropriate.
- Distribute and send correspondence.
- Maintain the Master Schedule Book and create a calendar of events.
- File and organize Pechanga Recreation Center documents and materials.
- Create and maintain electronic file database.
- Provide administrative support to the Pechanga Recreation Center Coordinators.
- Upon request, conduct Internet research.
- Maintain files on newspaper articles and related media communications.
- Maintain the Recreation Center member information resource center.
- Must adhere to all policies and procedures of the Pechanga Tribal Government.

The list of duties and responsibilities above is not an exhaustive list. In addition to the duties and responsibilities listed above, the employee will be required to perform other job-related duties, as assigned, that are consistent with the employee's job position and qualifications.

#### QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Must have friendly and outgoing personality.
- One (1) year experience in an administrative support position preferred.
- Experience in a fitness center environment preferred.
- Must provide excellent customer service to all callers and visitors to the Pechanga Recreation Center.

Hiring Preference: The Pechanga Tribal Government is an equal opportunity employer. Consistent with federal law, the Pechanga Band of Indians applies Indian preference in employment. It is the policy of the Pechanga Tribal Government to give preference in hiring, promotions, and transfers into vacant positions to qualified applicants in the following order: 1) Pechanga Tribal Members; 2) Pechanga Tribal Member Spouses; 3) non-member American Indians. At-Will Employment: Employment with the Pechanga Tribal Government is at-will and can be terminated with or without cause, and with or without notice, at any time, either at the option of the employee or the Pechanga Tribal Government. Drug Testing: The Pechanga Tribal Government is a drug-free workplace. All employees are subject to drug testing. Background Investigation: All candidates and employees may be subject to a background investigation.

- Must have computer proficiency with Microsoft Office with a focus on Excel, Word, Outlook and PowerPoint.
- Must have experience in creating and maintaining file records and a database system.
- Must maintain strict office confidentiality.
- CPR/AED Certification required within 6 months of beginning employment.
- This position must comply with the Pechanga Tribal Government's Drug-Free Workplace Policy. This includes: pre-employment and random testing.
- Must successfully pass a pre-employment background investigation.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- 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.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records.
- Must have the ability to work independently and with minimum direction.
- Must have the ability to manage multiple projects and properly prioritize workload.
- Must have good interpersonal skills, tact, patience, flexibility, and ability to deal with change and maintain a professional demeanor at all times.
- Must have the ability to communicate information and ideas in speaking so others will understand.
- Must have the ability to listen to and understand information and ideas presented through spoken words and sentences.
- Must actively look for ways to help people.

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

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While performing the duties of this job, the employee occasionally works near moving mechanical parts or in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually quiet while in the office, or moderately noisy during events and when outdoors.

*Employee's acknowledgement:* I acknowledge by my signature below, that the duties listed on this job description represent those tasks falling within my immediate responsibility. I understand that the Pechanga Tribal Council has the right to change this job description at any time with or without prior notice. I further understand and agree that my employment relationship with the Pechanga Tribal Government is a consensual commercial relationship taking place on tribal land within the Pechanga Indian Reservation and, as such, is subject to the jurisdiction and sovereign laws of the Pechanga Band of Indians.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name of employee

\_\_\_\_\_  
Signature of Employee's Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name of employee's manager

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