

Sisseton Wahpeton Housing Authority
Receptionist

Position: Receptionist

Location: SWHA Administrative Building

Supervisor: Executive Director

Job Summary:

You will welcome customers and visitors, both in person and over the phone, and direct them to the appropriate department. You will be the point of contact for scheduling meetings, administrative support for management, and will be responsible for keeping accurate records and providing timely responses for employees and clients.

Responsibilities and Duties:

- Greet visitors, provide information regarding their inquiries, and direct them to the appropriate offices/
- Answer in-coming calls on a multi-line phone system and screen their requests by researching answers, forwarding questions to the appropriate department, or relaying messages.
- Schedule, update, and record appointments for managerial staff.
- Perform clerical duties such as faxing, emailing, and photocopying.
- Observe security procedures to maintain safety and control access.
- Present a professional demeanor and attitude.
- Receive applications and ensure they are completed with required documents attached
- Other duties as assigned.

Skills and Qualifications:

- High school diploma or equivalent.
- Two-Year degree. Preferably in Office Management, Business Administration, Communications
- Computer proficient in Microsoft Office, word processing, spreadsheets, and scheduling software.
- Two years prior experience working in a customer service role.
- Organized, self-directed, and reliable.
- Excellent verbal and written communications skills.
- Must have a professional demeanor and appearance.
- Able to handle pressure and diffuse tough situations.
- Understands and practices work related confidentiality at all times.
- Indian preference and Veteran preference will apply.