

**MAKAH TRIBE
POSITION DESCRIPTION**

JOB TITLE: Lead Office Clerk

EXEMPT: No	JOB CODE: 4-TS T5
TARGET SALARY: \$13.97 to \$16.43/DOQ	SHIFT: Flex
PROGRAM: Hobuck/Cape	LOCATION:
REPORTS TO: Manager (Hobuck/Cape)	

SUMMARY: Responsible for telephone/email/in-person reservations and cabin/RV assignments, greets and registers guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Register and process guests and assign cabins promptly upon arrival, in the Reservation System computer. Accommodates special request whenever possible.

Takes same day reservations and future reservations either by telephone, email, or in-person. Any cancellations must be handled through the cancellation procedure.

Verify the guest's method of payment and follow established payment procedure and Gift Certificates.

Processes checkouts in a timely and efficient manner

Maintain all door codes.

Reconciles daily posting and transactions; submitting a balanced deposit

Assists in pre-registration and blocking of cabins for reservations.

Know the location of the cabins, availability, and rates.

Work closely with Lead Housekeeper on all check outs, late check outs, early check-ins, and special requests.

Fill-in Lead Housekeeper duties when needed.

Train new Office Clerks.

Approved 01/20/15
Revised 03/16/16
Reclassified 03/28/16
Revised 06/19/18
Revised 10/14/20

Stay in contact with on duty staff to ensure the cleaning list is updated and current.

Assist with housekeeping duties as needed.

Work with the Maintenance workers and schedule work on the cabins and bathroom facilities.

Maintain a clean and neat front desk area.

Maintain Hobuck/Cape Resort Social Media sites and website for accuracy.

Maintain an accurate inventory of merchandise, and responsible for the monthly/quarterly reports for discounts.

SUPERVISORY RESPONSIBILITIES:

Carries out general supervisory responsibilities in accordance with organizational policies, program policies and applicable laws and under the direction of the Hobuck/Cape Manager with regard to the day-to-day work assignments. The Hobuck/Cape Manager retains full personnel management authorities.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED).

Minimum of one year supervisory experience.

Minimum of one year experience as Office Clerk or similar type of work.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid Washington state Drivers license and insurable. A certified copy of an individual's driving records for the past three years of operation, obtained from the Department of Motor Vehicles in the state in which the driver's license is issued will be conducted upon hire.

This position is classified as a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

OTHER QUALIFICATIONS

OTHER SKILLS AND ABILITIES

Must have excellent customer service.

Ability to establish and maintain effective working relationships with staff, public, other agencies, vendors/suppliers and the general public and must be able to handle difficult customers.

Computer experience is required. Must have ability to work with programs such as Word, Excel, Powerpoint, Webervation, Email, Social Media, and Internet. Additional software program experience is preferred.

Must have the ability to meet deadlines, and ensure accuracy in completed work.

Must have excellent organizational skills.

Ability to function effectively under pressure of time and/or demands of several tasks at one time.

Ability to maintain confidentiality of records and information pertinent to the nature of work.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must regularly lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; explosives; risk of radiation; and vibration. The noise level in the work environment is usually very loud. Dust is high level

HAZARDS

Potential contact with dissatisfied or abusive customers.

SPECIAL WORK SCHEDULE:

This is a full-time Flex position, it is not a 8:00 a.m. to 5:00 p.m. Monday - Friday, it will work shifts, evenings and weekends, holidays as well as some weekday hours, schedule to be determined by the Manager (Hobuck/Cape) .

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

Makah Tribal Council
Human Resources
P.O. Box 115
71 Makah Bay Drive
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: katherine.thompson@makah.com

OPEN: October 6, 2021
CLOSE: November 2, 2021

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.