



Native American Youth and Family Center

5135 NE Columbia Boulevard | Portland, Oregon 97218

P (503) 288-8177 | F (503) 288-1260 | www.nayapdx.org

The Mission of NAYA Family Center is “...to enhance the diverse strengths of our youth and families in partnership with the community through cultural identity and education”.

Position Description

Position:	Community Reception Support Staff (On-Call)
Department/Program:	Executive Department; Community Reception Program
Compensation:	Starts at \$9.10 hourly or commensurate with experience
Benefits:	There are no benefits associated with this position
Employment Status:	Temporary (limited duration, not to exceed 1,000 hours), Part-Time, Non-Exempt
Hours:	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned; On-Call.
Supervision:	No supervisory requirements
Reports To:	Community Reception Manager; Community Reception Coordinator
Job Location:	Portland, OR
Created/Revised:	July 2014

Position Description:

The Community Reception Support Staff provides occasional relief for other Community Reception staff on an On-Call basis. This position serves as a primary contact point for the agency by providing both telephone and face-to-face reception to clients and the community. Duties include general office administration, telephone reception, coordination of agency calendar, mail handling, room scheduling, and oversight of the work room (including the copy and fax machines).

Essential Functions:

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations
- Transmit information or documents to customers, using computer, mail, or facsimile machine
- Hear and resolve complaints from customers or the public
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries

Additional Duties:

- Other duties as assigned by Community Reception Manager or Community Reception Coordinator
- Additional NAYA Family Center Duties:
 - Understand and adhere to confidentiality
 - Coordinate wraparound services effectively with other NAYA Family Center programs and staff
 - Input data, and maintain NAYA and/or contractually required information database systems to track client information
 - Participate in trainings and/or meetings to ensure program outcomes are achieved
 - Represent NAYA with the utmost professionalism at community events and other public relations opportunities
 - Work as an active member of departmental team
 - Participate actively in cross-departmental team projects
 - Contribute to fostering a safe and secure environment for community members and staff

NAYA Family Center | Position Description: **Community Reception Support Staff**

Qualifications:

Education & Training:

- High School Diploma or equivalent required
- Knowledge of Native American history, an understanding of the diversity of the local American Indian/Alaskan Native community and issues surrounding the Urban Indian experience required

Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1st Aid and Automatic External Defibrillator (AED)

Experience:

- Experience working within diverse populations (specifically with the urban and reservation Native American population, including working within a tribe, board, or other organization) strongly preferred

Skills:

- Strong ability to use the problem-solving process in order to find solutions for inquiries (especially without prior knowledge of the topic), including:
 - Appropriately direct customers to available resources
 - Using suitable means to find/locate necessary information
 - Referring out inquiries to other staff members in lieu of solving problems when possible
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Communication skills, active listening, verbal and written, including public presentation skills
- Proficient computer skills including:
 - Web-based research
 - Word Processing

Work Environment: 95% office/classroom, 5% outside office including travel time.

Physical Requirements:

- The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee may be required to sit for extended periods of time.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Equipment Used: Computer, phone, fax, copy machine.

Safety Considerations: Some travel may be required.

Other Requirements:

1. Valid Oregon or Washington State Driver License (must be eligible to be an insured driver under NAYA Family Center's liability insurance policy)
2. Successful completion of a background investigation (including a fingerprint criminal history check)

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Application Procedures:

Interested candidates should submit:

1. A Cover Letter addressing your qualifications for the position and why you are interested in joining the NAYA Family Center team
2. A current Resume
3. A completed NAYA Application for Employment Form

Application forms and additional information about employment at NAYA Family Center can be found at <http://www.nayapdx.org/about/jobs>.

Application Deadline: Open until filled.

Attention: Incomplete applications will not be considered. Electronically submitted applications are preferred. Due to the sheer number applicants, only those applicants selected for an interview will be contacted. Please respect our no phone calls policy. This job description does not constitute an employment agreement and is subject to change by the employer due to changes in grants and funding sources.

Please send application materials to:

Karin Hinze, Human Resource Manager
Native American Youth and Family Center
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Portland, OR 97218
Fax: (503) 288-1260
E-mail: karinh@nayapdx.org