

**PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2025-41**

OPEN TO IN-HOUSE & EXTERNAL APPLICANTS

POSITION: On- Call Receptionist
OPENING DATE: August 27, 2025
CLOSING DATE: September 5, 2025
DEPARTMENT: Administrative Services Department
SALARY RANGE: NE7; \$15.50 – \$23.26 Hourly

Position Summary:

Under direct supervision of the Administrative Services Director, the Receptionist On-Call operates a multiline telephone system and provides professional reception duties. Consistently applies the Pueblo's Core Values in support of Workforce Excellence. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Screens incoming calls; routes to program staff as required; may respond to inquiries independently based on nature of contact.
- Exercises/exhibits professional etiquette and demeanor in personal, telephone and/or email.
- Retrieves messages from voice mail and forwards to appropriate personnel.
- Welcomes visitors, monitors access, and signs in visitors as required.
- Types correspondence, reports, and other documents from drafts, recordings, or verbal instruction.
- Edits and reviews correspondence and documents for correct grammar, punctuation, and spelling.
- Performs Mailroom Clerk duties as required; picks up, sorts and routes/delivers mail.
- Maintains phone system, fax machines, and other office equipment; performs minor maintenance and repairs; arranges for equipment maintenance and repair.
- Provides receptionist coverage in other departments when needed.
- Sends/retrieves faxes, logs, and distributes incoming faxes.
- Maintains appropriate level of office supplies; processes supply orders to replenish as needed.
- Assists the Pueblo's Emergency Management Program in its response to public emergency incidents.
- Contributes to a team effort and accomplishes related results as required.
- Maintains a clean and well-organized work environment.
- Performs other duties as required.

Minimum Qualifications:

High School Diploma or GED required. Six (6) months of receptionist or customer service experience in an office setting required. A combination of related education and directly related work experience may be considered. Fluency in the Laguna language preferred. FEMA/ICS 100 and 200 Certifications preferred; must obtain within six (6) months of hire.

Background Investigation Requirements:

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Receptionist is designated as a Medium Risk Public Trust (MRPT) position.

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	
Must Be Able to Drive a Pueblo Issued Vehicle	X

Knowledge, Abilities and Skills:

- Knowledge of traditional form of government and pueblo customs and traditions.
- Knowledge of the functions and structure of the Pueblo of Laguna.
- Knowledge of and skill in use of modern office practices, procedures, and equipment.
- Knowledge of proper spelling, grammar, punctuation, and math skills sufficient to carry out essential duties.
- Knowledge of applicable traffic laws and skill in safe operation of vehicles.
- Knowledge of basic FEMA policies, regulations, and processes regarding emergency incident response and management.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to represent the Pueblo of Laguna in a professional manner.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks, meet deadlines, and exercise independent judgment.
- Ability to follow oral and written instruction.
- Skill in computer use, including Word, Excel, Outlook, and software unique to program.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. **Read instructions prior to completing application form; incomplete applications will not be considered.** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
 1. E-mail to poemployment@pol-nsn.gov;
 2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
 3. Deliver to the Human Resources Office, 23 Rio San Jose Rd; Laguna, NM 87026
 4. Fax to (505) 552-9675
 5. For more information, contact Shondiin Lewis, at (505) 552-5785 or by e-mail at the above address.

LAGUNA TRIBAL MEMBER PREFERENCE APPLIES