



The Three Affiliated Tribes **Job Description**

Receptionist/Dispatcher

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Office Manager DEPARTMENT: Fort Berthold Rural Water SALARY: DOQ CLASSIFICATION: Non-Exempt/Exempt	FLSA STATUS: <i>FT-Regular</i> LOCATION: 404 Frontage Road OPENING DATE: CLOSING DATE:
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POSITION SUMMARY:

The Receptionist/Dispatcher will be primarily responsible for work order system management and entering dispatch information for field personnel, work orders and maintenance assignments. Incumbent will, under supervision, monitor EPA standards and regulations. Answer incoming calls, assist customers and direct questions to appropriate personnel. Monitor departmental vehicle usage and coordinate maintenance needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Create work orders using online work order system.
2. Monitor work orders and assign personnel as directed.
3. Notify supervisors of field employee's work status and availability.
4. Incumbents will be under supervision monitoring EPA standards and regulations.
5. Maintain truck and equipment inventory log and update information as needed.
6. Schedule vehicles for maintenance or repair when required.
7. Monitor the daily usage of department vehicles.
8. Schedule operator training and maintain certification files.
9. Input water applications into online applications
10. Adheres to MHA Policy & Procedures as well as department policies/guidelines...
11. **And other duties as assigned.**

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

Does not exist

COMPETENCIES:

- **Analytical**-the individual synthesizes complex or diverse information.



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- **Problem solving**-the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- **Verbal/written communication**-the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- **Delegation**-the individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegation activities.
- **Leadership**-the individual inspires and motivates others to perform well, accepts feedback from others.
- **Management skills**-the individual includes staff in planning, decision-making, facilitating and process improvement; makes self-available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth.
- **Quality management**-the individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness.
- **Judgment**-the individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
- **Planning/Organizing**-the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- **Safety and Security** -the individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation policy and procedures of personnel administration
- Knowledge of sound techniques in all aspects of personnel management
- Knowledge of the organizations and operations of administrative programs.
- Attention to detail and high level of accuracy
- Experience with dispatching or scheduling
- Familiar with online mapping programs
- Strong computer skills including knowledge of Microsoft Word and Excel
- Excellent interpersonal skills and ability to multi-task
- Attention to detail and high level of accuracy

Abilities

- Ability to develop long-term plans and programs and to evaluate work accomplishments.
- Ability to apply and adapt practices and techniques to the special requirements of senior management.
- Ability to take direction and work independently

MINIMUM QUALIFICATIONS AND EDUCATION:

- High school diploma/or GED **REQUIRED**
- Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.
- Valid Driver's License **REQUIRED**.



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WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 12:30 p.m. to 4:30 p.m. Deviation from the normal schedule may be required for certain programs.
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- Typically performed in an office environment under usual office working conditions.
- Ability to lift up to 25lbs.
- Ability to travel up to 25% of the time.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____