

Sisseton-Wahpeton Oyate

Job Description

Job Title: Receptionist/ Secretary/ Office Manager

Program: Lighthouse Program

Supervisor: Lighthouse Director

Job Duties & Responsibilities

- **Administrative Support:**

- Providing **direct administrative support** to the program leadership and staff in a friendly, professional, and accommodating manner.
- Processing all correspondence, typing, and filing, and assisting in maintaining neat and up-to-date records and files.
- Serving as the **primary point of contact** for all incoming phone calls and clients, answering calls and greeting clients in a friendly, professional, and accommodating manner.
- Managing office supply inventory, serving as the lead contact for office equipment, and ensuring purchases are made within allocated budgets.
- Organizing and coordinating logistics for meetings, training sessions, and events, including ordering meals and materials, picking up checks and filing travel requests as needed.
- Opening, sorting, and distributing incoming mail and ensuring all outgoing correspondence is mailed promptly.
- Scheduling appointments and meetings with clients, parents, teachers, vendors, and the general public.
- Maintaining an organized filing system of paper and electronic documents.
- Performing various office duties such as copying, faxing, and scanning forms
- Preparing and maintaining various program, tribal, and state records as required.
- Assisting with daily tasks and communications related to assigned program activities.
- Responsible for updating vehicle schedule and staff calendars on a monthly basis.
- Responsible for updating activity calendar as approved by program manager.
- Other duties as necessary

- **Operational Management:**

- Ensuring the front/reception area and common areas of the office (e.g., lobby/reception area, bathrooms, break room, supply room) are kept **organized, clean, and welcoming** to guests.
- Developing, implementing, and administering departmental office systems and procedures; establishing and interpreting office policies and processes.
- Coordinating schedules and meetings for program staff.

- **Child Welfare & Safeguarding:**

- **Upholding a strict level of confidentiality** for all work, especially concerning children's personal and educational information, adhering to regulations like HIPAA where applicable.
- Complying with agency policies and procedures, and understanding relevant ethical guidelines for child welfare professionals.
- Ensuring health and safety protocols are followed, which may include monitoring and screening people entering the building.
- Recognizing that the role contributes to a safe environment for children and young people.

Job Qualifications

- **Education:**

- **High school diploma or GED Certificate required.**

- **Experience:**

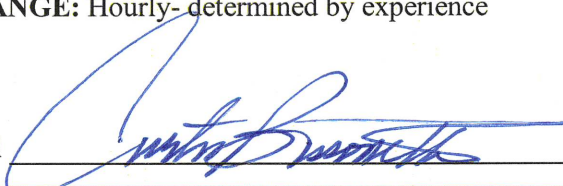
- **Administrative or secretarial experience preferred**, with experience in the nonprofit sector, early care and education field, or tribal sector.

- **Knowledge, Skills, and Abilities:**

- **Excellent communication skills, both oral and written**, with the ability to communicate in a professional, courteous, relatable, and respectful manner with clients, parents, teachers, other community professionals, and young people. Bilingual capacities are highly valued.
- **Proficiency in Microsoft Office applications**, including Word, Excel, and Outlook. Experience with database programs
- **Strong organizational skills, time management abilities, and attention to detail**; capable of managing workload, prioritizing tasks, multi-tasking, and ensuring excellent follow-through.
- **Ability to build effective professional and positive working relationships** internally and externally, demonstrating excellent interpersonal skills and teamwork.
- **Problem-solving and conflict resolution skills**; ability to analyze situations, determine next steps, and implement solutions, adapting well to changing priorities and deadlines.
- **Self-starter** who can work diligently with initiative and without constant supervision.
- Ability to maintain the **confidential nature of all work and information**.
- **Adaptability and flexibility** to the unpredictable nature of working in a children's program, ready to shift focus or adjust approach depending on the situation.
- **Cultural competency** and sensitivity to diverse cultural, socioeconomic, and ethnic backgrounds of the children and youth served, treating all people with respect and valuing diverse perspectives.
- Ability to comprehend and process information rapidly and accurately.
- General knowledge of standard office practices and office equipment.
- Will be required to undergo and successfully pass all Federal background checks and drug screening prior to employment. Must maintain an alcohol and drug free lifestyle.
- A valid driver's license will be required

WAGE RANGE: Hourly- determined by experience

Approved _____



Date _____

7/7/25