



## **Red Lake Nation College Job Description**

<b>Position:</b>	<b>Front Desk Receptionist</b>
<b>Reports to:</b>	<b>Dean of Student Success - Main Campus</b>
<b>Work Location:</b>	<b>Red Lake Nation College - Main Campus in Red Lake, MN</b>
<b>Job Type:</b>	<b>Full-time (M-F, Day shift, in-person required daily)</b>
<b>Timeline:</b>	<b>Open until Filled</b>

### **Duties and Responsibilities:**

1. Welcomes and professionally greets all visitors by greeting them in a friendly, courteous manner, in person or on the telephone; answering or referring inquiries.
2. This is an important position since it is the first impression of RLNC and the Tribe for many people. Must be warm, friendly and welcoming.
3. Assist with recruitment of students by giving them information packets, collecting student information cards and referring students to onsite RLNC staff. Do not send students away without helping and recruiting them.
4. Work closely with Red Lake and Minneapolis Campus Student Success staff - Student Success Director at Red Lake Main Campus and the Executive Director of Minneapolis Campus.
5. Keep informed of all RLNC campus events and recruiting events.
6. Directs all visitors by maintaining employee and department directories; giving phone numbers and instructions.
7. Professionally refer calls to those working out of office.
8. Maintains telecommunication system by following manufacturer's instructions for console operation.

9. Check daily mail at the Government Center Tribal post office and US post office. Pick up the President's mail at Tribal Council. If you are not in, please arrange for someone to do this. Direct mail to appropriate staff every day.
10. Maintains safe and clean reception area by complying with procedures, rules, and regulations.
11. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
12. Contributes to team effort by accomplishing related results as needed.
13. Typing, filing, data entry and making copies as needed from student services, administration, and faculty.
14. Assist the RLNC with college events, promotional events or student oriented events or activities.
15. Maintains Birthday Card Promo.
16. Take the initiative to solve problems and bring issues and problems to your direct supervisor and administration.
17. Make suggestions to improve any recruiting, welcoming and public relations at RLNC.
18. Other duties as assigned.

**Skills/Qualifications:** Professional, Excellent Human Relations Skills, Positive Energy, Warmth, Welcoming to all visitors, callers and online inquiries. Team Player, Telephone Skills, Strong Verbal and Written Communication Skills.

Microsoft Office Skills, Customer Service Orientation, Organizational Skills, Informing Others, Handles Pressure. Takes initiative to help others and be a positive, supporting person for students, staff, faculty and community members.

**Education:** Minimum: High School Diploma or G.E.D.

Preferred: A Two-Year, A.A. Degree, or working towards achieving A.A. college degree or a Four year college degree.

**Red Lake Nation College has a Red Lake Tribal Member and Native Preference Policy that applies to this position. Red Lake Nation College is an equal opportunity employer and provider.**

To apply for this position, print and complete an employment application:

[https://www.rlnc.edu/files/ugd/36daed\\_e9b1086fc2c64221a321e5f33684f3d7.pdf](https://www.rlnc.edu/files/ugd/36daed_e9b1086fc2c64221a321e5f33684f3d7.pdf) or email your resume to [Rochelle.Johnson@rlnc.edu](mailto:Rochelle.Johnson@rlnc.edu).