

PERSONNEL



PO Box 167
Concho, OK 73022
405.422.7498
Fax 405.422.8222

VACANCY ANNOUNCEMENT

Position: Lobby Receptionist
Program: Elder Care/ HOPE Program
Department: Social Services
Location: Annex Building, Concho, OK
Issue Date: February 19, 2026

OPEN UNTIL FILLED

General Description:

Under the direct supervision of the Elder Care Program Director and HOPE Program Director. Responsibilities will include greeting all clients and visitors that come into the annex and communicating in a positive manner. The Receptionist will guide the clients in finding the correct paperwork that needs to be filled out, making copies of documents, and be the liaison between the client and the program. They will need to make sure the lobby area is stocked with proper documents and that the area is clean and sanitary.

DESCRIPTION OF DUTIES:

- Provide intake services to make sure clients are receiving and filling out proper documents that are needed by the program to submit for services.
- Maintain a positive attitude and serve the clients in a helpful manner.
- Copy paperwork/documents for clients.
- Answer any questions clients may have.
- Will answer all phone calls for both programs, will screen and transfer to appropriate person.
- Work between the clients and program to ensure the clients paperwork was turned in.
- Work with programs, ask questions of program services and be willing to understand the whole concept between the client and program.
- Will need to assist any clients that are not able to enter the building.
- Keep the lobby area, front area clean and sanitary.
- Will need to use judgement with any client that is verbally abusive or shows aggression in any manner.
- Will work closely with both programs to understand guidelines.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work with high volume clientele, problem solve and maintain a positive composure.
- Ability to manage time efficiency, be detailed orientated, self motivated, organized and a team player.
- Strong communications skills, verbal and written, friendly and courteous.

QUALIFICATIONS:

- Must have demonstrated knowledge and skills related to general customer service relations.
- Minimum 2 years customer relations
- High school diploma or equivalent
- Ability to maintain a high level of confidentiality in all aspects of client, staff and program information.
- Must have reliable transportation and be able to work every day that is expected.
- Ability to communicate effectively orally and in writing
- Must have valid Oklahoma Driver's license.

SALARY: Negotiable, depending on qualifications and experience.

APPLICATION PROCEDURE: Submit Tribal Application, Resume, Transcripts, Diploma, Certifications, License and CDIB to:

Cheyenne - Arapaho Tribes of Oklahoma

Personnel Department

P.O. Box 167

Concho, OK 73022

Or e-mail: atisdale@cheyenneandarapaho-nsn.gov

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