

# The SHOSHONE-BANNOCK TRIBES

**FORT HALL INDIAN RESERVATION**  
P.O. Box 306  
Fort Hall, ID 83203



**HUMAN RESOURCE DEPARTMENT**  
Phone: (208) 478-3856/(208) 478-3857  
(208) 478-3850/(208) 478-3750  
Fax: (208) 478-3950

## POSITION DESCRIPTION

**TITLE:** PBX Operator/ Dispatcher

**DEPARTMENT:** Facilities

**SALARY:** \$13.00 G6/ S1 DOE CONDITIONAL UPON SUCCESSFUL 90 DAY PROBATIONARY EVALUATION

**OPENS:** March 7, 2022

**CLOSES:** March 18, 2022

**CAREER STATUS:** NON-EXEMPT – Conditional upon successful 90-day probationary evaluation and annual budget appropriations.

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**Attach ALL supporting documents, including: Tribal enrollment, honorable discharge, educational attainment, professional certification, license, and other relevant documents to verify eligibility for job qualifications and preference. INCOMPLETE APPLICATIONS MAY BE SCREENED OUT.**

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## GENERAL STATEMENT

The PBX Operator answers incoming calls for the Shoshone-Bannock Tribes and directs to proper department. Hours of work will be 8 a.m. to 5 p.m, Monday through Friday, unless otherwise assigned. May include some early mornings, late evenings, and occasional weekends.

## SUPERVISION

The PBX Operator is under the direct supervision of the Facilities Director.

## DUTIES AND RESPONSIBILITIES

Will be responsible for answering and directing incoming telephone calls to proper departments throughout the Shoshone Bannock Tribes.

Will provide numbers for the Bureau of Indian Affairs, Indian Health Service, Fort Hall Hotel & Casino, Fort Hall Housing Authority and Tribal Enterprises.

Is responsible for maintaining and keeping a record of employees, titles to each extension and other related business telephone numbers.

**PBX OPERATOR/Dispatcher**

Will assist the Tribal Facilities staff in other clerical duties, including typing as needed, and other duties as assigned by the Tribal Facilities Office Manager & Facilities Director.

Will work along with Facilities dispatcher, maintaining the base station radio and daily traffic log, will dispatch and relay messages to the facilities crew, will update and record work orders, must be willing to work rotating lunch's, after hours and some weekends as necessary.

MUST be able to greet the public in a professional manner with a friendly, pleasant and cordial voice.

Operate and maintains office equipment such as; computers, typewriters, ten-key, copy machine, fax machine, and scanners.

Will order custodial supplies for TBC/Old Casino and all campus buildings for custodial staff.

Will be in charge of archiving all documents for the Facilities department.

Will assist with the monthly reconcile of Pcards.

Must be able to adapt quickly to change(s).

Projects a professional attitude and appearance.

**MUST MAINTAIN STRICT CONFIDENTIALITY OF ALL INFORMATION PROCESSED THROUGH THE DEPARTMENT INCLUDING RECORDS, REPORTS, DOCUMENTS, CONVERSATIONS, ETC.** A breach of confidentiality will be subject to appropriate disciplinary action, up to and including termination from employment.

Will conduct self in a professional manner that will bring credit to the Tribal Government.

Performance Standard shall include but not be limited to:

- Ability to maintain dependable attendance and reliability
- Efficient use of public skills to provide quality customer service
- Ability to establish and maintain effective working relationship with staff
- Ability to work independently with little supervision
- Demonstrated knowledge of practices and procedures utilized in environment

Duties and responsibilities will include other activities and areas as needed to carry out position functions.

### **QUALIFICATIONS**

Must have a high school diploma or GED.

Must have a valid Idaho driver's license.

Employment history proves creditability and dependability.

Ability to demonstrate professional telephone etiquette on a daily basis and be able to greet the public in a friendly helpful manner.

Work history demonstrates knowledge of general office procedures including such as filing.

Must be dependable and have excellent customer skills.

Must be able to type 40 wpm, general office experience helpful.

Prefer an individual who has knowledge of the locations of the Tribal offices, Bureau of Indian Affairs, Indian Health Service Offices, and Fort Hall Hotel & Casino.

Self-starter, completes tasks in a timely manner and must possess ability to work independently with little or no supervision.

Excellent verbal and written communication skills.

Ability to understand and execute a variety of complex written and oral instructions.

Qualified Shoshone-Bannock Tribal Member/Indian and Veterans Preference will apply in compliance with the Shoshone-Bannock Tribes Personnel Policies and Procedures Manual Section 2-04.

### **IMPORTANT APPLICATION CRITERIA**

**Instructions: You must turn in all supporting documents to be eligible for this position you are applying for.**

Applicants not living in the local area may submit a cover letter, resume, and supporting documents in lieu of an application as an initial statement of interest for a particular job announcement. However, the applicant must follow-up with an official tribal application.

**Telephone calls are not accepted in place of an employment application or letter of interest.**

When the position qualifications require a driver's license, education, or professional credentials, the applicant must submit copies of certificates, licenses, official college transcripts from an accredited college listing degree earned and other supporting documentation that verifies required qualifications. Applicants who do not provide supporting documents will be disqualified.

Applicants who have a current application on file are required to submit a letter of interest for each position in which they want to be considered for. The letter should address how they meet each qualification. Supporting documents must also be submitted.

Veterans who have met the minimum qualifications and who provide documentation of an honorable discharge (DD214) from any branch of military service are entitled to receive preference points during the interview process.

To verify Indian Preference Shoshone-Bannock Tribal member applicants must provide a copy of their tribal enrollment card. Non-enrolled members and other Indian tribal members must provide a Certificate of Indian Blood from their tribal enrollment office or from the Bureau of Indian Affairs.

Pre-employment applicants being considered for employment or a political appointment must submit to an alcohol and drug screening prior to being hired or appointed. Refusal to take the test will render the applicant ineligible for employment or political appointment with the Shoshone-Bannock Tribe. Applicants who test positive for alcohol or banned drugs will not be hired and will be ineligible for any type of employment with the Tribal Government for 90 days thereafter per the Shoshone-Bannock Tribes Substance Abuse Policy, Resolution PRSL-05-0732.

A **completed** Tribal Employment application must be submitted to the Shoshone-Bannock Tribes, Personnel Department, P.O. Box 306, Fort Hall, ID 83203. Applications are accepted until **5 p.m.** on the closing date.