

**CHER-AE HEIGHTS INDIAN COMMUNITY
OF THE TRINIDAD RANCHERIA**
Job Description

Job Title: Victim Services Center Administrative Assistant
Department: Tribal Programs
Reports To: Tribal Programs Director
FLSA Status: Non-exempt Full Time
Prepared By: Megan Siasosi
Prepared Date: 8/8/2019
Approved By: Tribal Programs Director

Summary

The Victim Services Center Administrative Assistant will serve as the first point of contact for the Victim Services Center. The Administrative Assistant must be able to communicate effectively, be sympathetic, compassionate, and consistent for the sake of survivors and victims of crime but also competent in office and administrative tasks.

RESPONSIBILITIES AND DUTIES

1. Answers, screens, and directs all incoming calls, taking detailed messages as necessary in a courteous and professional manner.
2. Be knowledgeable and maintain the ability to answer questions about the Tribal Victim Assistance Program and the Victim Service Center, provide callers with address, directions, and other information.
3. Respond promptly to the needs of victims of crime who enter the Victim Service Center.
4. Maintains fax and copy machines, assists users, sends faxes, and retrieves and routes incoming faxes.
5. Maintain lobby and work area in a professional, orderly, and friendly atmosphere at all times.
6. Assists with implementing policy and procedure, rules, standards, and law to individual cases, and daily work assignments.
7. Prepares documents, correspondence, mail, email, and faxes, which may be of a sensitive or confidential nature.
8. Open and close office each day.
9. Assist with file management, and other administrative and clerical tasks.
10. Other duties as assigned.

QUALIFICATIONS

1. At least six months related experience and/or training.
2. Previous experience with multi-line phone system, screening appointments and phone calls desirable.
3. Ability to read and interpret documents.
4. Ability to write routine reports and correspondence.
5. Ability to speak effectively.

EDUCATION AND EXPERIANCE

1. High school diploma or GED.
2. Must adhere to confidentiality and HIPAA policies.
3. Must complete background check, submit to fingerprints, consent to criminal history record check, and submit a separate application for suitability.
4. Required to report any violation of a criminal statute within one working day of the charge or conviction to immediate supervisor.
5. Native American preference.

WORKING CONDITIONS

Physical Abilities: Dexterity of hands and fingers to operate a computer terminal and other office equipment; sitting or standing for extended periods of time; bending at the waist; speaking and hearing to exchange information; moderate lifting (15-45 pounds); carrying, pushing or pulling; and reaching overhead, above the shoulders, and horizontally.

ALCOHOL AND DRUG FREE WORKPLACE:

All employees and potential employees are required to submit to pre-employment and random drug and alcohol tests in accordance with the Tribal Alcohol-Free Workplace Policy.

Signature_____ Date_____