CHER-AE HEIGHTS INDIAN COMMUNITY OF THE TRINIDAD RANCHERIA

JOB DESCRIPTION

**Job Title: Tribal Programs Administrative Assistant Department: Tribal Programs Department   
Reports To: Tribal Programs Manager**

**FLSA Status: Full Time**

**Prepared By: Tribal Programs Manager Prepared Date: 5/16/2021**

**Approved By: CEO Approval Date: 7/09/2021**

**POSITION SUMMARY**

The is the primary contact for the Trinidad Rancheria Tribal Membership. The position is a **highly confidential** position and has the unique responsibility of being the central intake person for all Tribal Member needs. The Tribal Programs Administrative Assistant shall greet and assist all Tribal Members, answer telephone calls, create a professional, orderly, and friendly atmosphere, determine the nature of the Tribal Members business and assist their needs appropriately. Under general direction, provides technical support to Tribal Members in regards to their benefits, including distribution program, insurance, social service referrals and general information. The Tribal Programs Administrative Assistant must have the ability to maintain **confidentiality** as per local, state and federal laws require.

**DUTIES AND RESPONSIBILITIES**

**Essential Duties and Responsibilities:** Other duties may be assigned. Opens and close Member Services office each day.

Welcomes **all** Tribal Members, determines nature of business, schedules appointments and announces visitors to appropriate personnel.

Serves as a liaison to the Tribal Membership to help coordinate and facilitate referrals for services including but not limited to, Tribal Programs, Social Services/Victim Services, or other Tribal, County, State and Federal service programs.

Works closely and coordinates with the Tribal Operations Administrative Assistant to ensure coverage and availability to meet tribal member and visitor needs.

Tribal Programs Administrative Assistant performs a variety of support services such as correspondence through Microsoft Word and Excel Spreadsheets; reception and information;

reproduction services; filing; file and records maintenance; records control; mail services; and maintenance of reference materials.

Collects and logs all member contact on intake form and creates monthly intake summary for review.

Establishes, organizes and maintains **official/confidential** documents in appropriate departmental files.

Responsible for maintaining department office equipment, maintaining common spaces for appearance and functionality, and managing supplies and maintenance of storage areas.

Maintains fax and copy machines, assists users, sends faxes, and retrieves and routes incoming Tribal Programs Department faxes.

Maintains work area in a professional, orderly, and friendly atmosphere at all times.

Analyzes data and present ideas and information effectively.

Prepares documents, correspondence, mail, email, and faxes, which may be of a sensitive or confidential nature.

Assists with or completes other duties or projects as assigned. Some duties and projects may take place after hours or on weekends.

**MINIMUM QUALIFICATIONS and/or EXPERIENCE**

**To perform this job successfully, an individual must be able to perform each job duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.**

To perform the job successfully, an individual should demonstrate the following competencies:

***MUST MAINTAIN STRICT CONFIDENTIALITY!*** Employee will be required to sign a confidentiality agreement.

Tribal Customer Service – Has the ability to diffuse potential conflicts, handles emergency situations, and uses good judgment, develops and makes decisions in the best interest of the Tribe and Tribal Member; Responds promptly to needs; Responds to requests for service and assistance; Meets commitments.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.

Judgment - Exhibits sound and accurate judgment; Includes appropriate people in decision-making process; Makes timely decisions.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction;

Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

Considerable knowledge and practical experience with computers; standard Microsoft application packages, including Excel and Power Point; modern office technologies; or an equivalent combination of education and experience.

Must be very dependable, punctual and willing to work varied and/or additional hours, upon request, in order to meet departmental needs.

Ability to work independently, prioritizes workload, and carries out assignments to completion with minimum instruction through adherence to prescribed routines and practices.

Must be able to attend meetings, drive a motor vehicle, and conduct business outside the Trinidad Rancheria.

**Education and/or Experience:**

High school diploma or GED; and six months to a year related experience and/or training.

Previous experience with multi-line phone system, screening appointments and phone calls desirable.

**Considerable knowledge and practical experience with computers; standard Microsoft application packages, including Excel and Power Point; modern office technologies; or an equivalent combination of education and experience.**

**Certificates, Licenses, Registrations:**

Current valid California Driver License and be insurable by Trinidad Rancheria Insurance Policy.

**Other Skills and Abilities:**

***MUST MAINTAIN STRICT CONFIDENTIALITY!***

Business Casual Attire.

Must pass pre-employment drug test. Indian preference.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Signature: Date: