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

Job Title:	Social Services Office Manager
Department:	Social Services
Reports To:	Social Services Assistant Director
FLSA Status:	Exempt/Full Time
Prepared By:	Graciela Haas, Victim Services Coordinator, and HR
Prepared Date:	7/15/2023 Revised: HR 9/1/2023
Approved By:	Social Services Director, CEO
Approved Date:	9/6/2023, 9/27/2023(CEO)

Summary:

The Social Services Office Manager will serve as the first point of contact for the Social Services Department. The Office Manager must be able to communicate effectively, be sympathetic, compassionate, and consistent towards survivors and victims of crimes, as well as competent in office and administrative tasks.

Responsibilities and Duties:

- Responsible for opening and closing the office during business hours each day.
- Answers, screens, and directs all incoming calls, taking detailed messages as necessary in a courteous and professional manner.
- Knowledgeable, discrete and confidential while answering questions about the Social Services Department and the Victim Service Program, providing callers with address, directions, and other information.
- Responds compassionately and promptly to the needs of victims of crime who enter the Victim Service Center.
- Manages and assess client intakes to ensure eligibility and assignment.
- Responsible for creating flyers and materials for events and outreach.
- Ordering and managing outreach supplies for the Social Services Dept.
- Manages outreach to clients for events, appointments, meetings etc.
- Assists in maintaining social media sites for the Social Services Dept.
- Manages schedules and calendars for conference rooms.
- Manages schedules and calendars for vehicle use including schedules for Social Services Car maintenance, car insurance, and DMV registration.
- Maintains fax and copy machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Maintains lobby and work area in a professional, orderly, and friendly atmosphere at all times.
- Assists with implementing policy and procedure, rules, standards, and law to individual cases, and daily work assignments.
- Prepares documents, correspondence, mail, email, and faxes, which may be of a sensitive or confidential nature.
- Tracks and manages the office supply and bathroom budgets for the Department.
- Ensures all office/bathroom supplies are ordered and in stock.
- Supervises and manages the Victim Services Program’s shower and laundry services.
- Manages tabling and outreach events for the Social Services Dept.

- Maintains and tracks Department's utilities.
- Assist with file management, and other administrative and clerical tasks.
- Manages the upkeep and distribution of clothes in the office clothing closet to clients in need.
- Other duties as assigned.

Qualifications:

- Previous experience with multi-line phone system, screening appointments and phone calls desirable.
- Trauma informed approach to work.
- Ability to read and interpret documents.
- Ability to write routine reports and correspondence.
- Ability to speak effectively.

Education and Experience:

- High school diploma or GED.
- At least six months related experience and/or training.
- Knowledgeable with computer programs like Excel, Word, Adobe, Canva, editing programs etc.
- Preferred experience or training working with vulnerable and/or under resourced individuals or communities.
- Must adhere to confidentiality and HIPAA policies.

Other Qualifications:

Valid California driver's license and be insurable through Tribal Insurance.
Must pass pre-employment drug screen.
Must pass Tribal Background check and submit to fingerprints, consent to criminal history record check, and submit a separate application for suitability.
Required to report any violation of a criminal statute within one working day of the charge or conviction to immediate supervisor.
Must be able to travel 10% of the time
Indian Preference to qualified applicants.

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 frequently required to stand; walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or smell. The employee must occasionally 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.

Signature_____ Date_____