The Klamath Tribes
501 Chiloquin Blvd/P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 10/27/26
CLOSE: 11/09/26

EXEMPT ____
NON-EXEMPT _X__

POSITION DESCRIPTION

POSITION:	**EDUCATION & EMPLOYMENT OFFICE MANAGER**
RESPONSIBLE TO:	Education & Employment Director
SALARY:	Step Range: 15-25; Full Benefits Salary Range: $45,777 - $61,520 Hourly Range: $22.01 - $29.58
CLASSIFICATION:	Non-Management, Regular, Full-Time
LOCATION:	Klamath Tribes Administration 501 Chiloquin Blvd. Chiloquin, OR 97624
BACKGROUND:	Comprehensive Employee level

POSITION OBJECTIVES

The Education & Employment Office Manager is responsible for the Education & Employment Department's business functions and activities. The primary purpose of this position is to understand and coordinate office services to improve work flow production. The work includes a variety of responsibilities involving different unrelated processes and methods requiring a range of skills in basic clerical/reception, data base entry, file system implementation and budget activities. Due to the high visibility of this position it can be high stress due to the number of users in the various programs throughout the year, pressure of deadlines and confidential information. A person in this position must be able to work with minimal supervision and will be responsible for accurate and efficient work flow in accordance to office policies and standards.

MAJOR DUTIES AND RESPONSIBILITIES

1. Perform general reception area duties to include, but are not limited to, greeting visitors cordially and professionally, interview for the purpose of visit, receive telephone calls, schedule appointments, answer routine and procedural inquiries; refer specific programmatic questions to appropriate staff members or supervisor and assist patrons with public equipment in the reception area.

2. Compose and type routine correspondence. Type and reproduce a variety of detail correspondence and documents from department network files, dictation, handwritten, or rough copy. This includes, but is not limited to, memorandums, letters, grants, budgets, reports, monthly newsletters, directories and forms. Responsibility will include proper assembly, arrangement, correct grammar, and spelling.

3. Compile and assemble pending application for service files per program standards. This will include, but is not limited to, obtaining any missing documents, background information, and materials in a file for review by designated departmental staff.

4. Organize and maintain an effective file and data base system for financial and program service accounts; client files, and action/follow-up files. Examples of such records would be cuff accounts, PO Requests, Billing, Client Program Files, etc.

5. Organize and maintain all client hard files used in the Education & Employment Department central office. This includes, but is not limited to, maintaining a tracking system when files are removed from the central filing system, filing documentation and other program information in the files.

6. Create and update appropriate forms, as needed, for department programs sending drafts to affected staff and E/E Director for comment and approval.

7. Collect, record, and route incoming mail. Locate and attach appropriate file, vendor, applicant or client, to correspondence for review by appropriate departmental staff.

8. Maintain an on-going balance spreadsheet and cuff accounting for all Department fund accounts. Work closely with Department staff responsible for individual project budgets. Responsible for maintaining the purchasing system according to established standards and guidelines for the procurement of supplies, equipment, and services.

9. Oversee the development, organization and maintenance of a system to track grants from application to completion. This includes tracking of grant starting and ending dates; all financial aspects of the grants; and due dates for progress and final reports, with reminders to appropriate staff that reports are due.

10. Will substitute in the absence of the Education Services Technician to perform the duties

and responsibilities for initial interview appointments, review program service files for completeness, give a reasonable recommendation based on the letter of request, consider budgetary needs of applicant and program service standards, and mail out appropriate letters regarding needed items or award of services.

11. Occasionally assist a client with basic employment application and/or resume and job search questions.

12. Oversee needs for all offices and buildings of the department. Responsibilities include obtaining services and/or supplies for and the scheduling of building and office maintenance and repair.

13. Attend meetings as required. Duties may include taking minutes and preparing draft of final summary minutes. May need to travel to meetings using tribal or private vehicles.

14. Arrange for conferences, meetings, lectures, events, including space, time, equipment, notification, etc. May need to travel to sites using tribal or private vehicles for the purpose of ensuring the intended space meets the need of the event.

15. Prepare reports as required by supervisor.

16. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

Work is performed under the direct supervision of the Department Director. Work is assigned in terms of departmental objectives. The Director assists with unusual situations which do not have clear precedents or when clarification or interpretation of organization policy is in question.

Employee works independently toward established objectives, sometimes adapting or modifying standards to meet variations in controlling conditions; resolves problems on the basis of past precedents; exercises judgment in interpreting guidelines and applicability; ensures deadlines are met.

Employee plans and carries out various stages of a project by selecting and using approved methods and techniques as appropriate.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge and skills sufficient to perform work and accomplish tasks following specific procedures in accordance with established policies, procedures, practices, and priorities of the department. This includes the ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary, making decisions based on experience.

Knowledge of administrative and clerical procedures necessary to provide for the smooth and efficient operation of the program by maintaining appointment calendars and schedules, tickler files, setting up meetings and conferences, etc. This person should have the ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing work

Excellent keyboarding and computer skills are necessary. Emphasis will be on accuracy and attention to detail. Experience in the use of a PC with Windows software to perform various word processing, database, spreadsheet, and desktop publishing functions.

Knowledge and skill that is above average in the usage of English grammar, spelling, punctuation, etc. Ability to demonstrate a variety of letter and report formats

Knowledge of standard office procedures necessary to provide for the smooth and efficient operation of the program by maintaining appointment calendars and schedules, tickler files, setting up meetings and conferences, etc.

Knowledge and experience with record management to prepare, file, and retrieve various documents efficiently.

Knowledge of accounting principles and bookkeeping skills.

Experience in the operation and use of general office equipment, including but not limited to, computer, photocopier, multi-line telephone system, FAX, etc.

Skill in basic accounting and procurement procedures to maintain cuff accounts for the programs of the Department and ordering of supplies and/or equipment.

Able to complete multiple tasks and meet the various timeframes of program services in accordance to program standards and/or projects.

Able to demonstrate good customer service, public relations and interpersonal relationship skills. Emphasis will be placed on customer service experience and qualities. Ability to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.

Ability to effectively communicate orally and in writing. This person should be able to express oneself in a clear and concise manner for the purposes of correspondence, reports and instructions, etc., as well as for obtaining information or conveying messages between the supervisor and other staff members.

Knowledge and/or ability to learn the tribal guidelines, regulations, and procedures to perform work and accomplish tasks in accordance with established policies, procedures, practices, and priorities, of the department and tribal organization. This includes the ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary.

Ability to maintain **confidentiality** of records and information pertinent to the nature of the work.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: ***Failure to comply with minimum position requirements may result in termination of employment.***

- **REQUIRED** to possess a minimum of a High School Diploma or Equivalent. (*Must submit copy of diploma or transcripts with application; HSD/GED only required when applicant doesn't have a college degree.)*

- **REQUIRED** to possess an Associate Degree in Business Office Management or related field with one (1) year of experience; **OR** four years of relevant experience and/or training in related field may be substituted.

- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.

- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.

- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.

- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Accounting or bookkeeping experience and/or training.

- Experience working with Native American populations.

INDIAN PREFERENCE

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

The Klamath Tribes
ATTN: Human Resource
P.O. Box 436
Chiloquin, OR 97624

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference". Applications will not be returned.

EMPLOYEE ACKNOWLEDGEMENT:	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
Employee (printed name)	**Employee (signature)**