



The Klamath Tribes

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

Phone: (541) 783-2219

HR Fax: (541) 783-2836

OPEN: 04/23/21

CLOSE: 05/07/21

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: ADMINISTRATIVE ASSISTANT (MEMBER BENEFITS)

RESPONSIBLE TO: Member Benefits Director

SALARY: GS - 05 \$28,399 - \$35,842 Annual/Full Benefits
GS - 06 \$31,063 - \$39,941 Annual/Full Benefits
GS - 07 Full Benefits (requires 10+ years of tribal service)

CLASSIFICATION: Non-Management, Regular, Full-time

LOCATION: The Klamath Tribes
501 Chiloquin Blvd.
Chiloquin, OR 97624

BACKGROUND: Comprehensive Employment Level

POSITION OBJECTIVES

This position will provide a wide variety of administrative support activities for the Member Benefits Department. The work includes various responsibilities involving different processes and methods, requiring a wide range of office routines, as well as various repetitive tasks related to support for the department staff and programs. The position requires someone who is detail oriented and can work with minimal supervision to ensure timely, accurate and efficient workflow in accordance with office policies and standards. The work often involves highly confidential matters and the pressure of deadlines.

Must perform all duties in a manner that ensures the strictest confidentiality and impartiality, due to access to sensitive information.

MAJOR DUTIES AND RESPONSIBILITIES

1. Perform receptionist duties for the department. This includes receiving and greeting visitors and clients; receiving and relaying incoming and interoffice telephone calls; answering routine and procedural inquiries and referring other matters to supervisor

and/or appropriate staff members; routing telephone messages to appropriate department staff.

2. Type and reproduce a variety of daily correspondence, forms, and other documents from handwritten or rough copy. This includes, but is not limited to memorandums, letters, grants, budgets, reports, travel forms, purchase orders, voucher/requisitions, etc.
3. Serves as Mail Clerk for the department receiving all incoming mail and faxes, recording in control registers, copying and distributing to appropriate recipient. Coordinate the outgoing mail to insure it is delivered to mail receptacle to be processed in a timely manner.
4. Perform bookkeeping duties, including receipt and safekeeping of funds. Creating PO/Invoice into software, entering PO/invoices in spreadsheet, and keeping all records organized.
5. Record and process Member Benefits' applications/forms, as directed by supervisor.
6. Provide clerical support to Enrollment Officer, as directed by supervisor. This includes, but is not limited to accurate data entry into computerized enrollment database, preparing and mailing form letters, correspondence, applications and similar forms, updating Tribal member addresses.
7. Responsible for developing and/or maintaining program record filing system; must follow established records management principles. Sort, classify, index and appropriately file program documents. Ensure all program documents are filed in a timely manner.
8. Design and maintain appropriate record tracking systems to produce meaningful reports and accurate information tracking.
9. Access, compile and issue requested records and information; must follow program guidelines to maintain confidentiality and record security. Maintain an accurate, up-to-date charge out system to track file documents in use and the return of documents to file system.
10. Update change of address applications into database and scan documents for electronic filing. Notify applicable Tribal programs of address change for enrolled members.
11. Perform back up duties for the Enrollment Officer, as assigned by supervisor. This includes but is not limited to, processing picture enrollment identification cards, assisting Tribal members with enrollment forms, responding to questions, and relaying messages to appropriate staff. Picture ID responsibility may include travel

to outlying areas.

12. Obtain documents, enrollment files, background information, and other pertinent materials for use by supervisor and Enrollment Officer, as directed by supervisor.
13. Accumulate statistical data and perform research and data gathering projects, as directed by supervisor.
14. Make necessary arrangements for conferences or meetings, including space, time, equipment notifications, etc., as directed by supervisor.
15. Maintain and secure department supplies as needed.
16. Attend meetings or proceedings including staff meetings or training sessions as required. Responsible for taking notes and preparing summary reports.
17. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

Works under the direct supervision of the Member Benefits Administrator who provides general instructions. Work is assigned in terms of functional/organizational objectives. The supervisor assists with unusual situations, which do not have clear precedents.

Employee works independently, 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 work by selecting and using approved methods and techniques as appropriate. Final work is reviewed for quality and compliance with established policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of The Klamath Tribes' mission, vision, values, cultural practices and traditions.

Knowledge of Privacy Act and Freedom of Information Act.

Ability to comprehend enrollment criteria as it pertains to enrollment procedures.

Ability to learn and interpret Federal Indian Law and local Tribal law as it pertains to the department process.

Ability to communicate effectively in oral and written form. This person should be able to express her/himself in a clear and concise manner by telephone, in person and for the purposes of correspondence, reports and instructions, etc. as well as for obtaining information or conveying information to the supervisor, Enrollment Committee and Tribal Council.

Must possess general operating knowledge of various computers, software programs, and office equipment (i.e. copiers, fax machine, calculator), and above average typing skills.

Must possess strong organizational skills and the ability to problem solve.

Ability to stay focused, efficient and effectively manage multiple priorities, while meeting deadlines.

Must maintain a positive attitude and excellent customer service skills with the ability to effectively handle satisfied and unsatisfied individuals, particularly Tribal members.

Must be a self-starter with the ability to perform with little or no supervision.

Must be able to work independently and as a team.

Must possess basic math skills, including fractions.

Must be able to perform all duties in a manner that ensures the strictest confidentiality, due to access to sensitive information.

QUALIFICATIONS, EXPERIENCE, EDUCATION

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

- **REQUIRED** to possess a High School Diploma or Equivalent. (*Must submit copy of diploma or transcripts with application.*)
- **REQUIRED** to possess a combination of experience/training equal to two years, including data entry, reporting, and record management duties.
- **REQUIRED** to be proficient with computer software; emphasis on Microsoft Word, Excel, ADOBE and network environment.
- **REQUIRED** to possess knowledge of The Klamath Tribes' mission, vision, values, cultural practices and traditions.

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- **REQUIRED** to communicate and model respect for and towards all clients, Tribal members, Tribal officials, supervisors and co-workers.
- **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 the responsibility of a **mandatory reporter** of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or developmental disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.

Preferred Qualifications:

- Prior experience in Tribal work setting, is preferred.
- Bookkeeping experience, is preferred.

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)