



## The Klamath Tribes

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

Phone: (541) 783-2219

HR Fax: (541) 783-2836

OPEN: 07/11/23  
CLOSE: Until Filled

EXEMPT X  
NON-EXEMPT \_\_\_\_\_

### POSITION DESCRIPTION

**POSITION:** COMMUNITY SERVICES DIRECTOR

**RESPONSIBLE TO:** General Manager

**SALARY:** Step Range: 25-44; Full Benefits  
Salary Range: \$56,024 - \$98,238  
Hourly Range: \$26.93 - \$47.23

**CLASSIFICATION:** Professional/Management, Regular, Full-Time

**LOCATION:** Klamath Tribes Administration  
501 Chiloquin Blvd.  
Chiloquin, OR 97624

**BACKGROUND:** Comprehensive Employee

### POSITION OBJECTIVES

This position performs a variety of complex management and administrative functions. The primary responsibilities are to provide leadership, direction, and technical support to department staff. Oversee the management, planning, execution, evaluation, and enhancement of The Klamath Tribes Community Services Department Programs and services. Generalized Program areas of responsibility include Elder Services, Energy Assistance and other Supplemental Assistance Programs. This position ensures Community Services programs meet the organizational objectives, as well as, comply with applicable Tribal and Federal laws and regulations, Funding Agency regulations, and The Klamath Tribes policies, procedures, guidelines, and established practices.

### MAJOR DUTIES AND RESPONSIBILITIES

1. Plan, develop, implement, and provide oversight of the human services programs within the Community Services Department. This includes, but is not limited to: (1) AoA Title VI Part A Elder Nutrition and NSIP; (2) AoA Title VI Part A Support Services and MIPPA; (3) AoA Title VI Part C Caregiver Support; (4) KTRAP Elders Heating Program; (5) DHHS ACL Low Income Home Energy Assistance Program (LIHEAP); (6)

DHHS ACL Weatherization Program; (7) USDA FDPIR Commodities Program; (8) Goodwill Vouchers; and the (10) Employee Sponsored Emergency Fund.

2. Manage existing grants/agreements for Energy Assistance and Supplemental Assistance Programs. Manage existing grants/agreements and seek additional funding for Elders Services.
3. Prepare Estimated Budgets for programs within the department, paying special attention to performance period, indirect cost rates, fringe costs, and other budgetary guidelines. Review and monitor expenditures to remain within established budgetary constraints.
4. Develop and maintain records and prepare reports and documents related to departmental programs and activities. This may include, but is not limited to, personnel data, as well as, other management data.
5. Provide technical and administrative support to program managers to institute improvements that ensure effectiveness and efficiency in the delivery of services to Tribal members.
6. Knowledgeable of programs and services available through Tribal Administration and Tribal Health, and non-Tribal agencies.
7. Ensure Department compliance with all Tribal Policies and procedures including but not limited to: Personnel Policies and Procedures Manual, Tribes Procurement Policy, Tribes Property Management Policy, Tribes Technology Use Policy, Tribal Council Resolutions, General Council Resolutions, Tribes Complaint Procedure, Tribes Incident Reporting, Self-Monitoring and Strategic Action Plan goals, and adhere to standards and timeline of the Administrative Review process.
8. Administration of Employee Sponsored Emergency Fund and Goodwill Vouchers includes ensuring compliance with program standards. Authorizing vouchers for client assistance.
9. Ensure clear, equitable, efficient, and effective policy and regulatory administration and compliance procedures.
10. Provide new employees with a departmental orientation including goals, objectives, and expectations.
11. Work closely with the General Manager, Tribal advisory committees, Federal and non-federal agencies and organizations, Tribal members, other staff, and the general public to advance the goals of the Community Services Department.
12. Ensure that Tribal funds, fees, permits, donations, and any other departmental

accounts are properly secured and managed in accordance with Tribal and Federal policies and procedures.

13. Keep the General Manager informed of appropriate departmental issues or priorities as appropriate. Provide monthly, quarterly, annual, and special reports as required.
14. Responsible for developing, establishing, and meeting short-term and long-term goals and objectives of Community Services Programs. Develop and implement work plans and policies and procedures regarding those goals.
15. Implement, supervise, and evaluate special and short-term projects as assigned.
16. Exercise the full range of supervisory duties for department staff and activities. Perform overall work planning, work schedules and priorities, assign and review work. Identify training needed and ensure that training opportunities are provided. Resolve complaints or minor grievances, and advise employees on matters related to less than adequate performance. Keep employees informed of management policies and goals.
17. The incumbent will be called upon to accomplish other tasks within the scope of work.

#### **SUPERVISORY CONTROLS**

The General Manager outlines the overall Tribal and/or program objectives and priorities, time limits, and the financial and personnel resources available. The employee plans and schedules recurring work, handles problems and completes work using own initiative, exercising judgment according to previous training, experience and instructions.

Work is reviewed from an overall standpoint in terms of meeting objectives, effectiveness and compliance with laws, regulations, policies and procedures. The employee directly supervises the entire Community Services Department.

#### **KNOWLEDGE, SKILLS, ABILITIES**

General knowledge and understanding of the Klamath Tribes organization, functions, policies, goals, priorities, and operating programs.

Knowledge of Tribal Community Service Department, or similar human service programs.

Knowledge of the Bureau of Indian Affairs, Department of Health and Human Services, Community Services programs.

Knowledge of human service program management theories, practices, and principles.

Ability to establish and maintain effective and cooperative working relationships with employees, other departments, federal, state, county and local agencies, contractors, tribal members, elected tribal officials and the general public.

Excellent communication skills. Ability to prepare written as well as present oral reports in a clear and concise manner.

Excellent organizational, leadership, budgeting, and planning skills. Ability to meet deadlines.

Ability, knowledge, and skills to prepare and manage multiple complex tribal budgets, and administer contracts and grants in accordance with established policies, rules, and regulations.

Ability to effectively organize, assign, and supervise the work of subordinate employees.

Ability to achieve programmatic and organizational objectives; making sound decisions and exercising judgment based on previous experience, training and instructions.

Ability to effectively plan and set goals and objectives for department events and activities.

Ability to problem solve with clear outcomes and conclusions for emergent or immediate issues.

### **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 Bachelor Degree in related field **OR** an equivalent combination of education and experience which satisfactorily demonstrates the knowledge, skill, and ability to perform the job duties may be considered in lieu of degree. *(Must submit a copy of diploma and/or transcripts for educational consideration.)*
- **REQUIRED** to have five years of progressively responsible experience in an administrative capacity, including a minimum of two years of direct staff supervision; at least two years of experience must be directly managing programs.

- **REQUIRED** to have two years of budgetary experience in an administrative capacity and be able to interpret and administer multiple complex funding streams and strict budgetary guidelines as outlined in program grants and memorandums of agreement (MOUs).
- **REQUIRED** to be proficient with computers; emphasis on Microsoft Word, Excel, database and network environment.
- **REQUIRED** to possess excellent oral and written communication skills.
- **REQUIRED** to possess knowledge of The Klamath Tribes' mission, vision, values, cultural practices and traditions.
- **REQUIRED** to communicate and model respect for and towards all clients, Tribal members, Tribal officials, supervisors and co-workers.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **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:**

- A Bachelor degree in Public or Business Administration with administrative experience is preferred.
- Demonstrated experience in accounting, benefits administration, or human resource management within a multi-disciplined, multi-cultural environment is preferred.
- Prior positive working experience with Native Americans in a related field 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.

<b>EMPLOYEE ACKNOWLEDGEMENT:</b>	
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.	
<b>Employee (printed name)</b>	<b>Employee (signature)</b>