



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

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

OPEN: 01/23/24
CLOSE: 02/06/24

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: ADMINISTRATIVE ASSISTANT (MEMBER BENEFITS)

RESPONSIBLE TO: Member Benefits Director

SALARY: Step Range: 13-23 Full Benefits
Salary Range: \$39,294 - \$52,808
Hourly Range: \$18.89 - \$25.39

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, great customer service 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 as the first point of contact; 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, safekeeping and requisition of funds. Payment of invoices and maintenance of cuff accounts. Prepare vouchers, purchase orders and pay all invoices using a tracking software system for appropriate billing reconciliation.
5. Record and process Member Benefits' applications/forms, as directed by supervisor. To include providing in-depth one-on-one assistance to clients in the successful completion of all applications and services administered by the department.
6. Provide clerical support to the Director and 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. Ensuring 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 membership database and scan documents for electronic filing. Notify applicable Tribal programs of address change for enrolled members.
11. Responsible for processing picture enrollment and employee 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. As well as prepare travel requests for staff and interface with appropriate administrative staff to make travel arrangements in accordance with Tribal travel policies; and complete appropriate forms.
15. Maintain and secure department supplies as needed.
16. Assist the Member Benefits Director with ensuring the office environment is kept orderly and clean for clients.
17. Attend meetings or proceedings including staff meetings or training sessions as required. Responsible for taking notes and preparing summary reports.
18. 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 Director 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 and The Klamath Tribes Enrollment Ordinance.

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

Ability to communicate effectively in oral and written form. This person should be able to express him/herself 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 independently.

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, working effectively with Native American people in culturally diverse environments and during their most vulnerable moments.

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 and writing skills, including fractions and proper grammar.

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; only required when applicant doesn't have a college degree.*)
- **REQUIRED** to have two years of job-related experience.
- **REQUIRED** to be proficient with computer software; emphasis on Microsoft Word, Excel, PowerPoint, ADOBE and work in a networked environment.

- **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 work an alternate schedule, including weekends and evenings as necessary.
- **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 the 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:

- 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)