



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

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

EXEMPT _____
NON-EXEMPT X

OPEN: 03/14/24
CLOSE: 03/29/24

POSITION DESCRIPTION

POSITION: PROGRAM SUPPORT SPECIALIST

RESPONSIBLE TO: Community Services Director

SALARY: Step Range: 15-30; Annual/Full Benefits
Salary Range: \$41,687 - \$64,947
Hourly Range: \$20.04 - \$31.22

CLASSIFICATION: Non-Management, Full-Time, Regular

LOCATION: The Klamath Tribes Administration
Community Services Department
501 Chiloquin Blvd.
Chiloquin, OR 97624

BACKGROUND: N/A

POSITION OBJECTIVES

This position will provide a wide variety of clerical and technical duties in support of the Community Services 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 the program support and acquisition of materials and supplies for the Community Services staff. The work will involve traveling to the Department's satellite offices to aid the Elder Nutrition; Elder Outreach; or Commodities Program staff. This position requires someone who can work independently with minimal supervision to ensure timely, accurate and efficient work flow in accordance with office policies and standards. The work often involves highly confidential matters and the pressure of deadlines.

MAJOR DUTIES AND RESPONSIBILITIES

1. Create and maintain Department program budget files by following written and verbal

directions to ensure the binders are labeled, assembled, and spelling, grammar and accounting codes are correct.

2. Assist in creation, organization and maintenance of a paper and electronic filing system in using proper filing techniques for all department files as per Department Director instructions.
3. Answer telephone, ensure calls are answered in a professional manner, and messages accurately taken, or transferred to voice mail. Messages should be provided in a timely and accurate manner to the appropriate Community Services Department staff.
4. Sort, copy and distribute records to the appropriate file folders and program.
5. Assist with and/or manage data input for the department programs, as assigned.
6. Responsible for preparing voucher/requisition forms; generating purchase order requests; processing invoices for payment; obtaining and routing receipts; handling petty cash and cash deposits; checking, routing, and logging incoming and outgoing mail/faxes; data entry into cuff accounts; routing travel request, travel return, and travel reconciliation documents; making copies of documents as necessary. File fully executed documents and forms accordingly, paying attention to detail to ensure grant files are comprehensive and complete.
7. Assist in the scheduling of appointments for the LIHEAP program utilizing the Outlook Calendar.
8. Provide support to the **Energy Assistance Coordinator** by: conducting program intakes with applicants while entering data to the State of Oregon OPUS on-line data collection system. Collect detailed information required for processing assistance; obtain copies of documents containing the following information: names, contact information, residency information, income and sources, tribal enrollment status, and social security numbers for all members of the household; complete other forms as needed.
9. Provide support to the **Energy Assistance Coordinator** by: maintaining complete and accurate records, forms, and files required for documentation. Assess applicant files for accurate and complete information. Determine client/household in/eligibility. Adhere to income limits, benefit matrix, and all funding agency regulations, including fraud prevention and reporting.
10. Provide support to the **Energy Assistance Coordinator** by: ordering supplies to maintain the inventory of energy reducing and/or small-scale weatherization supplies. Assemble, distribute, and log weatherization supplies distributed to eligible households.

11. Provide support to the **Head Cook** by: serving as a back-up cook for the Meal Site, when kitchen staff are unavailable.
12. Provide support to the **Elder Outreach Worker** by: distributing flyers, announcements, and program updates. Act as event, trip, or activity RSVP contact. Make transport arrangements as necessary and provide pick-up/drop-off times to those registered. Will assist when needed to prepare event, trip, or activity sign-in sheets using Microsoft Excel or Word programs. Assist with event, trip, or activity coordination, planning and logistics to ensure smooth and efficient operation. May be asked to travel for overnight trips, which may include operating a 14-passanger small bus.
13. Provide transportation services for the **Elders program** in the event Transportation and/or the Elders Workers are unable to do so.
14. Provide support to the **Commodities** staff by: assembling and delivering orders; conduct client recertification; filing executed forms and documents; assisting with cooking classes, and mail delivery/pick-up.
15. Maintain strict confidentiality of information and individuals, as describes in the *Personnel Policies and Procedures Manual of The Klamath Tribes*, federal law(s), and funding agency guidelines.
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 general direction of the Community Services Director. The supervisor makes assignments involving familiar concepts in terms of objectives to be achieved. The incumbent plans and carries out the successive steps of the work assignments, and independently handles deviations in the work assignments in accordance with instructions, policies, previous training, and/or accepted practices within various established office procedures. New assignments are provided in detail, as well as changes in current procedures. Major or new issues are referred to the supervisor who is available for advice and assistance in unusual or unprecedented situations. After initial training, work is performed independently. Work is spot checked for accuracy, adequacy, timeliness, and compliance with applicable rules, regulations, and policies.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of proper format for letters and other documents, in accordance with instructions. Above average knowledge of grammar, spelling, punctuation, and vocabulary.

Knowledge of standard office procedures necessary to provide for the smooth and efficient operation of the program. Ability to coordinate and maintain appointment calendars, schedules using task scheduler and making meeting and conference arrangements.

Knowledge of or ability to learn Tribal guidelines, regulations, and procedures. Ability to perform work and accomplish tasks in accordance with established policies, procedures, practices, and priorities for the office 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.

Knowledge of or ability to learn and understand The Klamath Tribes culture, traditions, and history.

Ability to learn and understand the application processes for all tribal programs and public and private sector assistance programs as well as eligibility criteria.

Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing workload. Knowledge of standard filing systems in order to prepare, file and retrieve various documents efficiently.

Ability to work well with a diverse group of people including tribal members and elders; clients, staff, general public, professionals, and other organization/agency representatives.

Ability to communicate orally and in writing. Incumbent should be able to express himself/herself in a clear and concise manner for the purpose of correspondence, reports, instructions, etc. Ability to effectively convey messages and information between staff and commission members.

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

Ability to pay close attention to detail; to follow written and verbal directives and instructions; and generate Standard Operating Procedures as appropriate.

Ability to operate vehicles safely under all types of weather conditions and traffic situations.

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 have computer experience; emphasis will be in the use of Microsoft Word, Excel, Access, Outlook and work in a networked environment.
- **REQUIRED** to be able to lift, move, and carry up to 40 pounds.
- **REQUIRED** to possess and maintain an Oregon State Food Handler's Card, within 30 days of hire.
- **REQUIRED** to submit to and clear a Hepatitis A, and tuberculin skin test as a condition of employment. *(Employment will be contingent upon clearing the Hepatitis A, and tuberculin skin test).*
- **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 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:

- One or more years of office work experience.
- Basic bookkeeping and filing skills.
- Experience using State of Oregon OPUS on-line data collection system.

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)