



## The Klamath Tribes

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

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

OPEN: 10/22/24  
CLOSE: until filled

EXEMPT X  
NON-EXEMPT     

**POSITION:** MEMBER BENEFITS DIRECTOR

**RESPONSIBLE TO:** Administrative Officer

**SALARY:** Step Range: 25-44; Full Benefits  
Salary Range: \$57,927 - \$101,574  
Hourly Range: \$27.85 - \$48.83

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

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

**BACKGROUND** Comprehensive Employment level

### POSITION OBJECTIVES

Serve as the supervisor of the Member Benefits Department. Primary responsibility is to accurately process all membership applications; ensure continual maintenance of The Klamath Tribes' Membership database, including records and statistics; and provide other member benefit services, including the Burial Assistance program to qualified members.

This position will provide oversight of gaming revenue and per capita distributions. Responsible for the maintenance of Member Benefit and Minor's Trust accounts, including facilitating withdrawals from these accounts, consistent with appropriate Tribal policy and/or ordinances.

It is the responsibility of the Member Benefits Department to protect, honor and adhere to Tribal Enrollment Ordinances, Acts, Codes, Laws, Resolutions, Constitution, By-Laws, Policies and Procedures, ensuring that each application for enrollment and member

benefit services are completed in a timely manner with integrity, accuracy and confidentiality.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Develop, implement, and maintain standard operating procedures for all Member Benefits services, as approved by the Administrative Officer. Operating procedures must be in line with all applicable Tribal approved Enrollment Ordinances, Acts, Codes, Laws, Resolutions, Constitution, By-Laws, Policies and Procedures.
2. Interpret and communicate work procedures and department policies to staff. Train or instruct employees in job duties or policies or arrange for training to be provided.
3. Monitor programs within the Member Benefits Department, including, but not limited to per capita distribution, minor and legally incompetent's trust accounts, Tribal member enrollment/disenrollment, burial services and other member benefits.
4. Ensure that Tribal funds, fees, and any other departmental accounts are properly secured and managed in accordance with Tribal and Federal policies and procedures.
5. Prepare annual operational budgets and plan for department services. Review and monitor program expenditures to ensure established budgetary constraints are maintained. Manage all other financial control systems for compliance with Tribal policies.
6. Provide direct supervision to department staff to ensure adherence to Tribal and department standards, deadlines, and procedures; correct errors or problems, as identified. Review records or reports pertaining to activities to monitor work activities and evaluate staff performance.
7. Prepare and issue work schedules, deadlines, and duty assignments for department staff. Participate in the work of subordinates to facilitate productivity or to overcome difficult aspects of work.
8. Discuss job performance problems with employees to identify causes and issues and work on resolving problems. Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel actions.
9. Make recommendations to management concerning such issues as staffing decisions or procedural changes.
10. Administer Tribal Member per capita check distribution, including planning and coordinating check distribution in accordance with the Klamath Tribes Revenue

Allocation Plan.

11. Coordinate with appropriate staff and outside consultants/accounting firms, to provide an efficient check distribution process; including tax-reporting requirements.
12. Develop and distribute notice and payment instructions to members. Develop and post public notices per the Klamath Tribes Gaming Revenue Allocation Plan.
13. Oversee and maintain database for tracking membership distributions.
14. Identify and research all Tribal member information for compliance with the Klamath Tribes Revenue Allocation Plan.
15. Answer questions and interpret the Klamath Tribes Gaming Revenue Allocation Plan for members. Interpret the statements of account to the membership regarding per capita deposits for minors.
16. Adhere to all requirements and procedures set forth in the Klamath Tribes Revenue Allocation Plan/Ordinance.
17. Coordinate and oversee Member Benefits and Minor's Trust Accounts. This includes, but is not limited to determination of member eligibility for withdrawals and approving and processing distribution requests; ensuring member account information is updated and includes beneficiary forms; power of attorney, when appropriate; address changes; and Social Security Numbers. Coordinate with outside financial firms to maintain accurate, updated member account balances; and ensure Tribal members are provided statements of account in accordance with policy and the Klamath Tribes Revenue Allocation Plan.
18. Coordinate and facilitate payment of minor's taxes when applicable. This includes providing notice, sending and receiving tax payment requests, processing applications and answering questions regarding tax payment withdrawal process.
19. Develop and oversee effective filing system to ensure program efficiency and strict protection of data confidentiality.
20. Ensure accurate verification and certification of Tribal member enrollment for the purpose of determining eligibility for services including, but not limited to healthcare, housing, education, TANF, and employment.
21. Resolve member complaints or answer members' questions regarding department policies and procedures.
22. Provide assistance to Tribal members, departments/programs and other

organizations on relevant enrollment issues.

23. Keep the Administrative Officer informed of Member Benefits Department issues or priorities. Provide bi-monthly, quarterly, and annual reports, as directed.
24. Develop and maintain records and prepare reports and documents related to departmental programs and activities. This may include, but not limited to personnel data as well as other management data.
25. Attend Tribal Council and General Council meetings, as directed.
26. Implement, supervise, and evaluate special, short-term projects as assigned.
27. 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**

The Administrative Officer 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 Member Benefits Director provides direct supervision to the support staff of the Member Benefits Department.

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

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

Knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, and coordination of people and resources.

Knowledge of principles and processes for providing customer and personal services.

Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Ability to motivate, develop, and direct people as they work, identifying the best people for the job.

Ability to manage ones' own time and the time of others. Good organizational and planning skills. Ability to meet deadlines and manage processes within established guidelines.

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

Ability to establish and maintain effective and cooperative working relationships with employees, contractor, other departments, state, county outside agencies, Tribal members, elected Tribal officials, and the general public.

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

Ability to prepare and administer Tribal budgets, to provide financial guidance and assistance, and administer contracts in accordance with established policies, rules, and regulations.

Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.

Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Ability to listen to and understand information and ideas presented through spoken words and written documents.

Excellent communication skills. Ability to prepare written documentation and present oral reports in a clear and concise manner. Ability to communicate information and ideas in speaking so others will understand.

Must have excellent customer relationship skills; giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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 at least three years of higher education and work experience which satisfactorily demonstrates the knowledge, skill, and ability to perform the required job duties. *(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 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** 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:**

- 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>