



## The Klamath Tribes

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

Phone: (541) 783-2219

HR Fax: (541) 783-2836

OPEN: 08/29/25

CLOSE: Until  
Filled

EXEMPT \_\_\_\_\_  
NON-EXEMPT   X  

### POSITION DESCRIPTION

**POSITION:** ENROLLMENT SPECIALIST

**RESPONSIBLE TO:** Enrollment Officer

**SALARY:** Step Range: 13-23; Full Benefits  
Salary Range: \$41,666 - \$55,996  
Hourly Range: \$20.03 - \$26.92

**CLASSIFICATION:** Non-Management, Regular, Full-time

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

**BACKGROUND:** Comprehensive Employment level

### POSITION OBJECTIVES

The primary purpose of this position is to assist in the management of the Tribes' office of enrollment, perform various duties associated with maintaining accurate Tribal enrollment records. Provide information and assistance to applicants and enrolled Tribal members. Oversee the continual maintenance of enrollment files, including any changes or updates. Assist the Tribal membership enrollment activities and requirements consistent with the Klamath Tribes Revenue Allocation Plan; ensuring procedures are followed and deadlines are met, as identified in the plan.

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. Follow all Tribal Enrollment Ordinances, Acts, Codes, Laws, Resolutions, Constitution, By-Laws, Policies and Procedures as they pertain to Tribal enrollment.

2. Maintain accurate Tribal enrollment records; ensuring database is updated and new information is added in a detailed and accurate manner. Verify Tribal membership, upon request.
3. Utilizing a computerized system, accurately maintain a permanent record on each applicant and enrolled member. Collect, verify and update enrollment files to provide current and accurate information. At a minimum, information will include name, address, date of birth, date of death, name changes, etc. Review data entry against existing database and hard files to ensure accuracy.
4. Assist applicants with Tribal enrollment procedures, including but not limited to, explaining eligibility requirements, providing application forms for enrollment, family tree information, and with completing applications.
5. Verify applications are complete with required documentation. Request missing information/and or documentation from applicant to avoid any delay in processing applications. Notify applicants of enrollment status. Maintain professional correspondence with all applicants for enrollment or relinquishment.
6. Update change of address applications into the membership database and scan documents for electronic filing. Notify applicable Tribal programs of address change for enrolled members upon request.
7. Serve as a source of information for Tribal membership, Tribal programs and the Tribal Enrollment Committee for Tribal enrollment information, including policy and procedural requirements.
8. Research and assemble documentation as required, by Tribal law and qualifying bloodlines and blood quantum(s). Verify family lineage, create family trees, and accurately calculate blood quantum through birth certificate and/or other certifiable documentation.
9. Properly connect family members in the enrollment database with supporting documentation.
10. Assist enrollment officer with preparing for Enrollment Committee Meetings.
11. Issue Tribal Identification cards to enrolled members of The Klamath Tribes. Maintain a record of all I.D. Cards issued. Provide Certificate of Indian Blood (CIB) or family tree information upon request. Member Identification card responsibility may require travel to other areas.

12. Print Tribal Employment Identification/Access cards for authorized employees. Maintain a record of all cards issued.
13. Assist in maintaining a current accurate database for use in mailing information to Klamath Tribal members.
14. Provide verification and certification of Tribal member enrollment to various departments upon request.
15. Serve as back up support for the Administrative Assistant with receiving clients, answering department calls, and processing all member benefits applications, mail and faxes.
16. Assist the Administrative Assistant with ensuring the office environment is kept orderly and clean for clients.
17. 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**

Works under the direct supervision of the Enrollment Officer 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 cohesively with department staff as well as 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**

Substantial knowledge of Tribal membership enrollment procedures.

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 enrollment process.

Ability to communicate effectively in oral and written form. This person should be able to express her/himself in a clear and concise and professional 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 possess strong attention to detail and accuracy.

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 2 years of office experience.

- **REQUIRED** to be proficient with computers; emphasis on Microsoft Word, Excel, database and network 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 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:**

- Experience/knowledge of Tribal enrollment, data research and vital statistics, is preferred.
- Experience/knowledge of Tribal government functions and administrative procedures 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>