



The Klamath Tribes

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

Phone: (541) 783-2219

HR Fax: (541) 783-2836

OPEN: 09/03/26
CLOSE: until filled

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: EDUCATION SERVICES TECHNICIAN

RESPONSIBLE TO: Education Services Manager

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
Education & Employment Department
501 Chiloquin Blvd.
Chiloquin, OR 97624

BACKGROUND: P.L. 101-630 level

POSITION OBJECTIVES

The primary purpose of this position is to provide a wide range of services to Tribal Members seeking assistance in education or training and licensure. This position will be in contact with Tribal Members seeking to utilize the various Department program services and outside agencies who provide services to the Education & Employment Department. A large volume of contact is with Tribal Members or agencies through telephone, electronic transmission, and/or in person. Due to the seasonal nature of department services, caseloads may be high during certain periods throughout the year.

MAJOR DUTIES AND RESPONSIBILITIES

1. Perform shared general reception area duties; to include but not limited to, receive telephone calls, greet visitors in the reception area, schedule appointments, answer routine and procedural inquiries using appropriate customer service skills, assist clients with public equipment in the area and refer difficult or specialty questions to appropriate staff.
2. Conduct a basic intake interview of Tribal Members to collect detailed information to assess the type of service or services needed by the individual. Identify and document possible barriers that may deter successful completion of an education and/or employment goal. May need to refer applicants or clients to other Tribal programs, departments or agencies providing specialized services outside of those provided by the Department.
3. Assess applicant files for accurate and complete information, to include a written assessment of the client, reasoning of the assessment for service recommendation in accordance to Program Standards, and follow-up with the applicant to determine successful completion of services or if additional services may be needed.
4. Organize and implement basic trainings such as, college preparedness, pathways and training and skills development opportunities.
5. Perform general clerical duties, to include but not limited to, typing and reproducing a variety of correspondence (memorandums, letters, monthly newsletter articles), as they relate to applicant files.
6. Maintain all current client database systems backing-up current work when necessary or as required. This includes but is not limited to PAL notes, student HIED listings, vocational training outcomes.
7. Maintain for public viewing/use publications, job openings and files of training materials relating to job opportunities, careers, technical schools, colleges, scholarships, armed forces and other such programs. This would include a job board, book-marking employment or education sites on the public Internet system, posting websites on the bulletin board, or keeping a file cabinet with public information accessible.
8. Assist individuals to take and score self-administered testing in areas such as keyboarding skill level testing and the food handler's card.
9. Collect and organize occupational data to provide source materials for school career information center and career fairs.
10. Attend and promote job fairs, training opportunities and career expo events that broaden the service base for Department programs.
11. Assist with creating and/or maintain hard files of all applications for the Employment and

Education Department services; collect, record and route incoming mail; prepare financial forms required for services, and when needed attach appropriate file to correspondence.

12. Prepare narrative reports to include, but not limited to, weekly and monthly reports; and as required by Department Director.
13. 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 Education Services Technician, works under the supervision of the Education Services Manager. The work is assigned in terms of functional/organizational objectives. The Education Program Manager assists with the unusual situations, which do not have clear precedents. The employee plans and carries out various stages of a project by selecting and using approved methods and techniques as appropriate. Final drafts of most assignments are reviewed for quality and compliance with established policies and procedures.

The employee will work independently, resolves problems on the basis of past precedents; exercises judgment in interpreting guidelines and applicability; ensures time lines are met. New or unusual situations are to be discussed with supervisor. Overall program supervision is provided by the Education & Employment Director.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of and ability to work well with Native American people living in varying culturally, socially and economically disadvantaged backgrounds.

Knowledge of information and techniques needed to provide career guidance.

Ability to effectively communicate orally and in writing. The person in this position should have the ability to communicate in a clear and concise manner for the purpose of correspondence, reports and instructions, etc., as well as for obtaining information or conveying messages

Ability to work cooperatively with staff, the public and outside agencies to create and foster open communication with all clients and partner programs and/or agencies. This person should be able to meet with a variety of individuals in a professional manner, using tact, diplomacy and mature judgment.

Skill to perform work and accomplish tasks, following specific procedures and in accordance with established laws, policies procedures, practices and priorities. This includes a demonstrated skill to plan organize and carry out the work initiative seeking information and assistance from other sources as necessary, using sound judgment and making decisions based on experience.

Ability to perform eligibility determinations for all program guidelines.

Knowledge and understanding of the application processes of universities, colleges and other training institutes, including the federal financial aid application processes.

Ability to effectively maintain **strict confidentiality** of records.

Knowledge and experience with records management to prepare, file, and retrieve various documents efficiently.

Ability to use a keyboard with accuracy.

Ability to safely operate vehicles in 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 High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **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:

- Associates Degree in Human Resources, Social Services, Education or related field and two (2) years of relevant work experience, preferred. A relevant combination of college coursework and public contact experience in a service related industry equal to four (4) years may be substituted.
- Positive work experience working with a Native American community, 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)