



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	QHA-4200-022	<b>Last Revised:</b>	06/14/2013
<b>Position Title:</b>	HR/ Program Services Coordinator	<b>Department:</b>	Qualla Housing Authority
<b>Reports to:</b>	Director of Housing	<b>Division:</b>	Housing

**Primary Function:** Operating in a fast pace office and field services environment, serves as department liaison for matters related to human resources, insuring the proper application of tribal personnel policies and procedures, within the Qualla Housing Authority (QHA). Coordinates HR related service systems with EBCI Human Resources Department, performing administrative and office functions. Assist with Board of Commissioners monthly meetings to record and transcribe minutes.

**Job Duties and Responsibilities:**

- Assists HR staff with hiring of employees, new employee orientation and related activities.
- Provides assistance in all aspects of human resources related issues, policy, and procedure interpretation as needed to resolve questions and problems to ensure positive employer-employee relations.
- Assists Supervisors in administering disciplinary policy and procedures.
- Compiles information and signatures for authorization to advertise and recommendation to hire for executive management.
- Works as backup for front desk as needed; provides daily deposit control log in absence of receptionist for accuracy on front desk on all payments taken in for the day.
- Takes minutes and keeps all records pertaining to Board of Commissioners. Transcribes minutes and sends out to necessary staff.
- Compiles employee information and sends to EBCI HR Benefits for employees that need TMLA.
- Prepares conversion forms for all QHA employees to send to EBCI HR for signatures. Provides essential paperwork for new hires and assists with filling out forms and sending to HR.
- Sends Director weekly work log.
- Documents invoicing for benefits and ensures accurate spreadsheets for cost on all QHA employees and their dependents.
- Prepares end of the year census reports for 401(k), pension and worker's comp; keeps up with employee hours during the year for accurate reporting.
- Directs and oversees the maintenance of confidential personnel files, records and related information in support of the HR function; ensures this information is provided to EBCI HR for employee personnel files.
- Oversees the recordkeeping and loan information for 401(k) on QHA participants; coordinates with payroll for withholding on contributions and loan payments.
- Monitors personnel status changes and updates all related files to reflect such changes as names, position, wages, transfers, etc.
- Completes MOAs for HR Employment and Benefits.
- Assists supervisors with Compensation Analysis for completion of forms; submits to HR for executive approval or denial.
- Handles billing and invoices for benefit services.
- Schedules exit interviews for separating employees with HR Generalist.
- Works with Safety/Training Officer to ensure the effective and timely implementation of Division safety policies, including accident report filing and operational safety training programs.
- Assists supervisors with corrective actions, performance improvement plans, action plans, and

other HR techniques designed to modify employee behavior.

- Conducts duties according to established safety procedures and QHA policy.
- Performs other duties or special projects as directed by Deputy Housing Officer, QHA Director or EBCI HIR Manager.

**Education  
/Experience:**

Bachelor's degree in Human Resources Management or closely related discipline plus (2) years of work experience in this field; or eight (8) years of total work experience in the human resources, personnel and/or corporate or public administration fields is required. Three (3) years employment experience are required in state and federal employment law, benefit plan management and fiduciary responsibilities. Must be NC Notary Public. Up to one year in the position required to become proficient in most phases of the job.

**Job Knowledge:**

Must be familiar with related governmental rules and regulations regarding employees, such as Fair Labor Standards Act, Indian Preference, etc. Must have a thorough knowledge and understanding of internal operating practices and procedures at Qualla Housing and an understanding of Cherokee lifestyles and culture. Requires the ability to plan and coordinate HIR functions in a fast pace office and field services environment in support of Housing programs. Requires a general understanding of Housing policies, processes, programs, and systems including regulatory requirements of the U.S Department of Housing and Urban Development (HUD). Must have a thorough knowledge of Tribal benefit programs, wage and salary administration, safety and other personnel related topics. Must know the techniques for conducting interviews. Must be aware of Qualla Housing objectives for positive employee relations and have good human relation skills. Requires the ability to maintain specified records, files and logs to compile date, prepare and present reports. Must have good management and administrative skills; excellent communication skills both written and verbal; have a knowledge of business etiquette; and understand and have the ability to adhere to confidentiality rules and practices. Must have computer skills and know specified software programs and applications. Requires basic clerical skills including typing, filing, and record keeping. Requires skill in the use of various office equipment such as copiers, fax machines, postage meters, and other related office equipment. Must possess a valid driver's license.

**Complexity of  
Duties:**

Deals with a wide variety and range of situations concurrently requiring problem solving, analytical and creative thinking skills. Must have ability deal with and handle sensitive issues and situations requiring fast response or course of action. Judgment and initiative are required in order to plan, organize, coordinate, prioritize work and meet deadlines.

**Contact with  
Others:**

Interacts frequently with Housing Division (QHA & HCD) employees of all positions and levels of authority as well as the Chief, Vice Chief and Tribal Council members. Works directly with housing program clients, customers, Human Resources professionals, and a wide range of others in the performance of job duties. Nature of contacts requires a high degree of confidentiality, courtesy, tact, and professional decorum.

**Confidential Data:**

Has access to all types of personnel files, including performance evaluations and disciplinary actions, wages, medical histories, etc., which are very confidential and require a high degree of discretion to avoid damaging employee relations. Must adhere to all Division and Tribal confidentiality policies and procedures at all times including HIPAA Rules and Regulations.

**Mental /Visual  
/Physical Effort:**

Close concentration to detail and mental alertness are required while interviewing, preparing reports, interpreting policies, and other related Human resources activities. Must give attention to several activities concurrently. Requires visual acuity, physical effort required includes mobility throughout facility, sitting, reaching, manual dexterity, and the ability to speak, and hear.

<b>Environment:</b>	Works in a normal office environment with frequent visitors and phone calls. Occasional travel required.
<b>Supervision Received:</b>	Works under direction of QHA Director, implementing work plans established for the position. Develops detailed courses of action and uses independent judgment to achieve objectives. Frequently coordinates work with others, ensuring a team oriented approach. Seeks direction from QHA Director or others on unusual cases for clarification or interpretation of policy/law or common practices.
<b>Responsibility for Accuracy:</b>	Coordinate the administration of the EBCI Human Resources functions which could have far reaching consequences if improperly performed. Must provide correct information when interpreting policy for Tribal employees, when providing information to outside agencies and other tribal entities. Providing inaccurate information could cause hardships and bad relations between programs and employees. Systems and procedures are in place which would detect most errors during the normal business cycle.