



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	101-4200-002	<b>Last Revised:</b>	03/14/2016
<b>Position Title:</b>	Administrative Assistant	<b>Department:</b>	Heart to Heart Child Advocacy
<b>Reports to:</b>	Child Advocacy Program Manager	<b>Division:</b>	Public Safety

**Primary Function:** Performs various clerical and related administrative duties in support of Child Advocacy Center daily operations, programs, and special events. Maintains specified records, files, and logs to ensure accurate reporting of program activities.

- Job Duties and Responsibilities:**
- Receives all incoming calls and personal visitors to the department, referring them to the appropriate staff.
  - Provides answers to inquiries for data contained in files and records when appropriate.
  - Maintains department calendar, enters appointment data regarding fixed meetings, staff appointments, and conferences for Child Advocacy Center, and notifies appropriate staff.
  - Prepares all confidential legal documentation, memorandums, reports, manuals, training materials, and general correspondence for Child Advocacy staff.
  - Prepares and forwards program purchase orders according to Tribal Finance Office procedures and policies.
  - Performs administrative and organizational functions, which typically include:
    - Enters financial data to computer and monitors budget.
    - Prepares financial reports of the department.
    - Prepares special reports for department as requested.
    - Maintains office supplies and equipment inventory.
    - Plans for travel of departmental staff.
    - Distributes incoming and sends outgoing mail and facsimiles.
  - Attends training, seminars, and conferences as deemed necessary by supervisor.
  - Maintains data for grant and annual reports including statistical, financial and narrative information. Completes and submits these reports.
  - Assists in grant research and the writing of grants. Maintains documentation of the disbursement of money obtained from grant sources. Completes documents for grant reports.
  - Assists in the design and development of brochures and other graphic materials and media used for workshops, classes, training, or presentations.
  - Obtains, transports and delivers documents, files, correspondence, and similar items as deemed necessary by supervisor, Counselor/Coordinator, and staff members.
  - Creates and maintains computer files necessary to the function of the Child Advocacy Center.
  - Maintains daily phone communications, documenting incoming calls, as necessary.
  - Assists with supervision of siblings of clients during interviews and helps maintain a friendly atmosphere for non-offending parents, other family members, and others while waiting for appointments.
  - Performs job duties according to established safety guidelines and tribal policies.
  - Performs other duties as assigned.

**Education /Experience:** Must have a high school diploma, GED, or the equivalent combination of education, experience and training. One year of work in an office, management, or clerical position would provide the skills needed to learn the job. Position will require six months to become proficient in most

phases of the job.

- Job Knowledge:** Must have knowledge of all policies, procedures, and guidelines of the Community Services Division and Child Advocacy program. Requires the ability to operate a computer, typewriter, calculator, telephone, copy machine, facsimile, postage machine, and other office equipment, as necessary. Knowledge of grant writing procedures and grant administration is required. Must have working knowledge of tribal, federal, and state laws relating to child advocacy procedures. A working knowledge of human service agencies and organizations involved with the members of the EBCI is required. Must have the ability to write routine reports and correspondence. Requires the ability to organize work, deal with the public, communicate effectively both verbally and in writing, follow instructions, and work as a member of a group or independently. Must possess a valid North Carolina driver's license.
- Contact with Others:** Has daily internal contact with the Child Advocacy Center personnel. External contacts include the public, both in person and by phone, Tribal Court, Cherokee Police, local, state and federal agencies, and other tribal entities. The nature of the work requires a high degree of tact, courtesy, and business etiquette.
- Confidential Data:** Has access to confidential information, including all program memorandum, files, records, budget and client court documents. Must adhere to all tribal confidentiality policies and guidelines.
- Mental /Visual /Physical Effort:** Close concentration and attention to detail are required while performing most duties of the job. Subject to frequent interruptions, both by phone and in person, where varied responses with each contact are required. While in the office and field, the duties of this job routinely require standing, walking, sitting, kneeling, reaching, speaking, and hearing. May occasionally perform light lifting.
- Environment:** Works in a normal business office environment while performing job duties.
- Responsibility for Accuracy:** Data entry, bookkeeping procedures, and client files require a high degree of accuracy. Errors can be detected with proofing procedures. More serious errors could result in delay of client service and inefficiency in program work.
- Resourcefulness & Initiative:** Follows well-defined procedures and guidelines in job duties with minimal supervision. Must communicate, respond appropriately to various situations, and plan and coordinate various aspects of duties.

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