



Eastern Band of Cherokee Indians

Job Description

Position ID Number: 031-3725-005	Last Revised: 12/15/15
Position Title: Administrative Assistant, Family Safety	Department: Human Services
Reports to: Family Safety Supervisor	Division: Public Health and Human Services

Primary Function: Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills.

Job Duties and Responsibilities:

- Primary phone coverage (first to answer all incoming calls).
- Greets all visitors and refers them to the appropriate staff.
- Assists Family Safety employees with day to day operations of correspondence, messaging, and meetings.
- Prepares and mails all USPS/UPS/Fed Ex packages.
- Distributes and sends all program mail and facsimiles. Delivers and picks up mail at various Tribal offices.
- Processes purchase orders in financial management system, obtaining appropriate signatures, copying invoices, logging, filing and forwarding to accounts payable.
- Responsible for maintenance and upkeep of all office equipment and supplies including, but not limited to, copier, postage, equipment, and fax machine.
- Attends meetings, takes notes, prepares and distributes information as requested.
- Maintains appointment schedule for the department.
- Makes travel arrangements for the personnel as assigned.
- Maintains cuff accounts for income and expenses.
- Updates employee files and forms as needed.
- Prepares correspondence from Family Safety staff as needed.
- Oversees all aspects of publication orders including inventory and maintenance of inventory.
- Oversees all administrative aspects of seminars including registrations, confirmations, certificates, badges & evaluations, preparation and mailing of materials to seminar site.
- Filing of materials in general files area.
- Assists with bookkeeping/accounting functions as appropriate.
- Assists staff in developing and instituting methods for quality control and accuracy in membership, conference, and other databases.
- Inventories and tracks offsite storage.
- Is familiar with functions of Office Administrator (Human Services) so as to enable him/her to assume the duties of the Office Administrator in his/her absence.
- May be called upon to assist with special projects and assume responsibility for the development, administration, and promotion of specific projects, as required.
- Maintains confidentiality and adheres to HIPAA regulations.
- Is available to work as directed by management in emergency or disaster, which may require night or weekend shifts, prolonged shifts, and/or travel.

Education /Experience: Must possess an Associate's Degree in Business Administration or Human Services-related field or four years of experience in office administration.

Job Knowledge: Must be knowledgeable of the office procedures, policies, and guidelines of the EBCI. Requires the ability to maintain, update, and consolidate various records, files, and reports. Must be familiar with and able to set up records and files. Must have basic secretarial and bookkeeping skills and be familiar with general accounting practices. Must be proficient with Microsoft Office Suite and Internet use. Must be organized and have good interpersonal skills. Must have the ability to communicate with patients, coworkers, and other community members effectively. Must understand medical terminology. Must be self-motivated and work effectively with teams. Must have an unrestricted, valid North Carolina Driver's license.

Contact with Others: Interacts frequently with coworkers, patients, and other tribal personnel. Has outside contacts with program participants, community members, and agency representatives in the exchange of information and discussions. Nature of contacts requires the use of tact, courtesy and business etiquette to assure the maintenance of a positive working relationship.

Confidential Data: Maintains confidentiality and adheres to HIPAA regulations. Damage to the program reputation and participant relationships could result if information is disclosed improperly. Must be familiar with and adhere to all applicable confidentiality laws and tribal confidentiality policies and procedures.

Mental/Visual/Physical: Effort Focused concentration is needed while performing clerical duties. Subject to frequent interruptions, both by phone and in person, which require verbal responses. While in the office, the duties of this job routinely require standing, walking, and sitting, kneeling, reaching, speaking, seeing clearly, and hearing. Must be capable of lifting up to 20 pounds while performing job duties.

Environment: Works in a normal business office environment.