



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	903737001	Last Revised:	01/18/2019
Position Title: Office	Office Assistant	Department:	Family Support
Reports to:	Supervisor – Snowbird/Cherokee County	Division:	Snowbird/Cherokee County

Primary Function: Conducts various intake interviews and assists the public with the completion of various applications for requested services. Performs clerical and related administrative duties in support of the Tribal Family Support Program. Assists with the daily operations, programs and special events. Maintains specified records, files and logs to ensure accurate reporting of program activities. Performs initial screening including suitability, and eligibility; providing program information; assisting with a core set of self-service resources, providing direct assistance and advocacy services to assist clients in receiving needed services.

Job Duties and Responsibilities:

- Interact with internal and external customers/clients in a polite and professional manner.
- Greets walk-in clients and responds promptly to client needs.
- Answers telephone calls, maintains log of incoming calls, responds appropriately to client needs.
- Maintains inventory of office equipment, office supplies, food pantry.
- Accepts and processes food pantry applications.
- Maintains client database and updates files as needed.
- Issues gas vouchers.
- Attend work related trainings as requested.
- Perform all other duties as assigned by supervisor.

Education /Experience:

- A high school diploma or GED is required.
- One year of experience in office administration within human services is required.
- Valid NC Driver's License is required.

Job Knowledge: Must be computer literate and experienced in Microsoft Office software. Must have working knowledge of office machines is required. Must obtain a current criminal record check. Employee should be sensitive to a culturally diverse client population.

Complexity of Duties: 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.

Contact with Others: Has a daily internal contact with Family Support Program personnel. External contacts include the public, both in person and by phone, Tribal Court, 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 program memorandum, files, records, and client 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. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment: Works in a normal business office environment while performing job duties.