



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	011-4200-004	<b>Last Revised:</b>	9/16/14
<b>Position Title:</b>	Office Coordinator	<b>Department:</b>	Human Services and Operations and Public Health
<b>Reports to:</b>	Human Services Director and Operations and Public Health Director	<b>Division:</b>	Public Health and Human Services

**Primary Function:** Performs administrative and office support activities in support of the PHS Human Services and Operations and Public Health Departments' daily operations such as bookkeeping, answering the phone, filing, greeting guests, and organizing information. Maintains specified records, files, and logs ensuring accurate reporting of office activities. Maintains a positive public relations image for the office.

**Job Duties and Responsibilities:**

- Primary phone coverage (first to answer all incoming calls).
- Greets all visitors and refers them to the appropriate staff.
- Assists PHS employees with day to day operations of correspondence, messaging, and meetings.
- Prepares and mail 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 Human Services Director and Operations and Public Health Director as needed.
- Oversees all administrative aspects of seminars including registrations, confirmations, certificates, badges & evaluations, preparation and mailing of materials to seminar sites.
- Is responsible for maintenance and upkeep of all office equipment and supplies including, but not limited to, copier, postage, equipment, and fax machine.
- Files materials in general files area.
- Assists with bookkeeping/accounting functions as appropriate.
- Assists staff in creating a system for responding to telephone and written requests for warehousing referrals resource information.
- Assists staff in developing and instituting methods for quality control and accuracy in membership, conference, and other databases.
- Inventories and tracks offsite storage.
- May be called upon to assist with special projects and assume responsibility for the

development, administration, and promotion of specific projects, as required.

- Prepares and enters journal entries to correct errors and adjust other necessary data and records as required.
- Provides information for periodic financial reports to respective Directors.
- Provides information for grant reports following established policies and procedures of individual grantors.
- Develops and maintains tracking system for all program expenditures and revenue.
- Develops and implements consistent office procedures for staff to follow regarding filing, mail delivery, message delivery, information retrieval, ordering of supplies, ordering of equipment, inventory, use of Tribes' credit card for travel reservations, sending and receiving faxes, logging of long distance calls, use of copy machine, cellular telephone use and maintenance, and all other standard office duties.
- Is responsible for all supply orders, pick-up and distribution in Human Services and Operations and Public Health.
- Is responsible for assisting all staff with ordering materials, equipment, and office furniture consistent with EBCI procurement and TERO policy.
- Is responsible for completion of inventory process of all items consistent with the EBCI's procurement policy, including publications.
- Is responsible for training or notifying staff of any changes to the policies or procedures.
- Is responsible for becoming familiar with all financial, travel, and administrative procedures of the EBCI, CDC, and all other grant agencies in order to comply with all regulations.
- Receives and screens incoming correspondence, reports, etc.; handles those which can be answered from files and records.
- Assists in planning and management of travel of respective Directors and maintains contact during absence.
- Schedules meeting spaces as needed.
- Produces correspondence for respective Directors from brief verbal instructions regarding his/her desires on contents and previous commitments.
- Maintains confidentiality and adheres to HIPAA regulations.
- Is available to work as directed by management during emergency or disaster, which may require night or weekend shifts, prolonged shifts, and/or travel.

**Education  
/Experience:**

Must possess an Associate's Degree in Accounting, Business Administration, Office Administration or Human Services related field. Work experience of two years in a secretarial, clerical or office administrative position is required. Must demonstrate proficiency with Microsoft Office Suite.

**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 with an emphasis in Excel and data collection. Must be organized and have good interpersonal skills. Must have the ability to communicate with patients, coworkers, and other community members effectively. Ability to understand the use of medical terminology. Must be self-motivated and work effectively with teams. Must have an unrestricted, valid, North Carolina Driver's license. Extensive software skills are required, as well as Internet research abilities and strong communication skills.

**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.