



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	485-4200-013	Last Revised:	06/14/2013
Position Title:	Administrative Assistant/Assistant Project Coordinator	Department:	Domestic Violence
Reports to:	DV Program Manager	Division:	Public Health & Human Services

Primary Function: Administrative Assistant/Assistant Project Coordinator is responsible for providing administrative and clerical services in order to ensure effective and efficient operations. Provides administrative support to department and Program Manager. Provides assistance in scheduling, planning and implementing community outreach activities. Duties include general clerical, receptionist, and product based work. Projects a professional program image through in-person and phone interaction.

Job Duties and Responsibilities:

- Provides clerical and administrative support to the program manager.
- Delivers payroll and retains all employee's time records. Will be responsible for making financial information inputs in the tribal GEMS accounting system.
- Assists the program manager with monitoring objectives to maintain program budget compliance. Serves as liaison with tribal finance office regarding reports and reimbursement on program expenditures.
- Maintains all statistical information for the UDDOJ/VAIW/OJP narrative reporting mechanism.
- Maintains all client and administrative files for program and keep all files confidential.
- Attends meetings with other tribal departments, outside agencies, and the community. Take minutes during all meetings.
- Performs general clerical duties including:
 - o Makes copies and fax documents
 - o Greets and assists clients and visitors
 - o Answers phone, directs calls, and responds to inquires
 - o Opens and sorts mail, signs for and distributes UPD/FedEx/Airborne packages
 - o Prepares correspondence
 - o Completes all necessary filing
- Creates and modifies documents using Microsoft Office.
- Maintains all necessary forms and supplies for the daily operation of the program.
- Researches, prices, and purchases office furniture and supplies.
- Sets up and coordinates meetings and conferences.
- Maintains and distributes staff weekly schedules.
- Assists co-workers with scheduling, planning, and implementing program presentation/booth at community events, health fairs, and workshops.
- Assists in coordinating and participating in public awareness and community outreach opportunities on behalf of the program.
- Acts as part of the administration team and job role may occasionally be altered to help others complete their duties.
- Provides relief coverage at the shelter in times of need.
- Receives trainings targeted at increasing knowledge regarding the dynamics of domestic, sexual and dating violence and stalking.

- Completes all paperwork as required and on time.
- Uses supervision as a means for personal growth and development, and improved service to staff, program, and clients.
- Advocates for victims rights in the community and at all times present a positive self image to the community on behalf of advocacy and the program.
- Completes daily time study sheet to account for work time.
- Required to attend all mandatory trainings, sometimes requiring overnight travel.
- Performs job duties according to established safety guidelines and tribal policies.
- Other duties as required by Program Manager.

Community Relations

- Attends Community Club Council meetings and state forums.
- Represents the EBCI and participate as requested in speaking engagements.

Education /Experience:

- High school diploma or GED is required with two years experience working with tribal finance.
- Excellent verbal and written communication skills.
- Very effective organizational skills.
- Computer literate including the ability to operate spreadsheet and word processing programs.
- Attention to detail and high level of accuracy.
- Ability to interact positively with unique individuals of all ages, gender, religion, cultures, ethnicities, attitudes, beliefs, and other characteristics without discrimination.
- Commitment to supporting and empowering victims of crime and advocating against domestic violence in our community and society.
- Understand and protect client confidentiality at all times.
- A criminal background check must be completed for this position. However, a record is not an automatic bar to employment but is reviewed in relation to the job applied for.
- Pass a drug screen and at all times refrain from the use of mood altering substance.
- High moral character, polite, compassionate, courteous and tactful with the public, victims and their families, law enforcement and other staff.
- Six to nine months would be required to become proficient in the most phases of the job.

Job Knowledge:

- Must have knowledge of the social and political issues surrounding domestic violence on the Qualla Indian Boundary.
 - Must possess knowledge of the court system (both criminal and civil) services available to victims of domestic violence.
 - Must have the ability to write routine correspondence and create standard reports.
- Requires the ability to organize work, deal effectively with the public, other tribal departments, and outside agencies.
- Must have knowledge of tribal personnel policies.
 - Must be able operate a computer, typewriter, calculator, telephone, copy machine, facsimile, postal machine, and other office equipment as required.
 - Must communicate effectively both verbally and in writing, follow instruction, work independently and as member of a group.
 - Must be familiar with tribal accounting office procedures on purchasing and filing for reimbursement.
 - Must possess knowledge of office administration and bookkeeping procedures.
 - Provide office orientation for new employees.
 - Knowledge of Cherokee culture and tribal operations is a plus.
 - Must possess and maintain a valid unrestricted North Carolina driver's license.

Contact with Others:	Has frequent contact with funding agencies, tribal finance office, clients, law enforcement, court system, and persons in the community, by phone, and at multiple locations. The nature of the work requires a high degree of tact, courtesy, responsiveness, follow through, confidentiality, and professionalism.
Confidential Data:	Has access to departmental records, files, memorandums, statistics, grants, juvenile information, correspondence, and court proceedings, all of which would be considered confidential. Must adhere to all tribal and departmental confidentiality policies and procedures. A breach of confidentiality and/or insubordination is cause for immediate termination.
Mental /Visual /Physical Effort:	Close concentration and attention to detail is required while performing most duties of the job. The employee is subject to frequent interruptions, both by phone and in person, which require varied responses with each contact. The duties of this job will be performed both in and outside a normal office environment and will routinely require standing, walking, sitting, kneeling, reaching, speaking, seeing, and hearing. The job will occasionally require moving up to 10 pounds.
Environment:	Works in normal business office/community/courthouse environment while performing most job duties. At times, will be required to accompany client to various locations where there could be exposure to traffic and extremes in weather conditions.
Responsibility for Accuracy:	Coordination of tribal domestic violence program, bookkeeping procedures used to monitor grant money, and meetings/discussions with clients, law enforcement, and community requires a high degree of accuracy and follow through. Undetected errors could have a major impact on viability of domestic violence program. Review of work following established procedures, protocol, follow through, proofing, etc., shall be required to prevent most errors.
Resourcefulness & Initiative:	Follows procedures and guidelines in job duties with minimal supervision. Problem solving and initiative are required to handle multiple projects simultaneously.