



Eastern Band of Cherokee Indians

DIRECTOR - SUPPORT SERVICES

Position Description

Program:	Housekeeping	Reports to:	Secretary of Operations
Division:	Operations	Position Number:	902913001
Classification:	Exempt	Revision Date:	10/01/2022
Pay Level:	19	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

The primary function of this position is the oversight and management of all activities and resources within the Support Services Department of the Operations Division which includes the following programs: Project Management and Planning Office, Tribal Historic Preservation Office, the Tribal Transit Program, Facilities Management/Public Works, Tribal Motor Pool, and the Housekeeping Program. The incumbent is responsible for the overall operation of the assigned areas which include cultural and archaeological preservation programming, public transit and mobility operations within the Qualla Boundary and Graham and Cherokee Counties, fleet management and motor pool operations, facilities and greenway planning and maintenance, building construction operations including engineering, design, contract management, project oversight and inspections, and overall planning and development activities for the EBCI. In addition to being responsible for compliance with Tribal legislation, the incumbent will also be responsible for ensuring Department compliance with applicable Federal and State regulations including those that relate to fiscal management, procurement and workplace health and safety policies. The incumbent is responsible for ensuring all activities relating to the Operations Division are accomplished in such a way that the goals, objectives, and policies of the EBCI are implemented. In coordination with program managers, the incumbent is responsible for maintaining each respective program's one- and five-year strategic plans. Incumbent is also responsible for financial reports to the Tribe in accordance with the Balanced Budget Act and overall budget administration within the Support Services Department. The Director also is responsible for a reporting and updating, as well as providing answers and solutions to Tribal Council on a very regular basis. The incumbent is responsible for ensuring personnel are certified as necessary and maintained as required.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Responsible for budget administration and forecasting for all programs within Support Services Department. (Approximate Annual Budget: \$18.3million).
- Develops and administers budgets in coordination with program managers and authorizes payment of funds for services rendered in concurrence with the Balanced Budget Act.
- Oversees fiscal management/controls, financial analysis, inventory controls/tracking, and vendor contract management.
- Serves as lead contract administrator for service contracts within division.
- Identifies potential funding alternatives and recommends program planning criteria and priorities for inclusion in the budget planning process.
- Oversees purchasing and procurement throughout department to ensure policy adherence and efficient purchasing.

Position Description

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- Pursues various avenues and implements methods to sustain the efficiency of revenue generating operations within the
 - Responsible for the oversight and management of approximately 150 full time employees within the Support Services programs.
 - Develops and evaluates the Program Managers within the Support Services Programs.
 - Provides direct staff supervision and management for all Program Managers.
 - Conducts interviews, hires, supervises, trains, evaluates performance, applies progressive discipline, and approves merit increases, vacation schedules, etc., of subordinate staff.
 - Ensures required certifications are current, including a team licensed Engineers within the Project Management Program, Building Code enforcement, and construction quality assurance.
 - Reviews staffing performance provided by respective program managers; keeps the Secretary of Operations informed of all goals, progress, and problems; meets with program managers to address problems and to develop plans of action; consults with Human Resources Manager on implementation of action plans, goal attainment and any subsequent corrective actions proposed.
 - Makes work assignments to staff and program directors/managers when the EBCI implements change or new programs.
 - Reviews and implements changes in staffing, organization, planning goals, and major acquisitions of equipment, new systems, etc., with program managers.
 - Provides oversight and direction to staff serving on national policy boards and committees for Federal and State implementation of grants and programs in Indian country.
 - Develops and coordinates staff development programs and management training in relation to overall organizational development.
 - Coordinates policy/procedure development within programs to ensure effective operations and management of resources.
 - Responsible for accurate and appropriate enforcement and implementation of EBCI Personnel Policy throughout all programs.
 - Prepares and reviews job analysis/descriptions for management positions and others as needed.
 - Develops Strategic Plans for individual programs in collaboration with management staff.
 - Performs departmental needs assessments and reports to upper management.
 - Develops and supports employee relations initiatives and morale building programs.
 - Reviews and evaluates the work of staff who utilize or develop computer aided analyses and databases, technical memoranda, staff reports, engineering design plans and specifications, and other construction documents.
 - Mediates and facilitates conflict resolution between staff, also providing developmental and conflict resolution solutions and programs when needed.
 - Consults with program managers and office administration support staff to create goals, timetables, reporting procedures and resource allocation to include ensuring program compliance with applicable fiscal, procurement and safety regulations.
 - Recommends capital improvement projects to the Secretary of Operations, identifies, and prioritizes capital improvements through observation and from information provided by program managers, community members, elected officials, and business and civic groups. Consults with recognized experts for technical and funding advice and overall guidance as necessary; once project is agreed to and funded, progress is monitored, and regular reports are made to the Secretary of Operations; problems are identified, and corrective actions recommended.
 - Strives to ensure balance in providing community services through capital improvement, construction, and planning related projects while also advocating and implementing practices that promote the sustainability of natural resources and general ecological health.
 - Oversees staff who are involved in conflict resolution with Contractors, Tribal Programs, etc.; coordinates with the Legal Department as necessary to resolve concerns regarding project or resource management actions taken.
 - Prepares or directs the preparation of grant applications, engineering or other technical reports and project recommendations.
 - Reviews and communicates project schedules and facilitates coordination with other stakeholders.
 - Reviews bidding and estimating documents related to projects.

Position Description

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- Ensures quality control mechanisms are adequate and in place.
 - Oversees program, project and planning related contract negotiations.
 - Pursues various research and development initiative to provide most effective services possible.
 - Provides signatory approval for the assignment and approval of engineering plans and specifications for the construction projects; manages preliminary design studies to determine the most economical and satisfactory type of management mechanism.
 - Oversees contract execution and adherence to EBCI contracting policies.
 - Ensures compliance with Tribal Employment Rights laws.
 - Works with program managers and Division Secretary to facilitate problem resolution of building construction projects, natural resources protection and/or propagation projects, cultural preservation studies and other projects as assigned.
 - Meets with local inspectors, county, State, and other officials to resolve problems.
 - Coordinates projects with other departments or teams, consultants, developers, and property owners.
 - Provides a positive public image of the Eastern Band of Cherokee through representation at meetings, forums, public appearances, events, and fund-raisers.
 - Provides detailed technical reports and summaries to Tribal Council on a regular basis, including project status, budget details, professional opinions, Tribal code interpretations, community reports, public safety concerns, and general information as needed.
 - Coordinates public outreach with regard to project impacts, needed public assistance, Tribal code changes, management plan development, etc.
 - Communicates and coordinates with associated Tribal nations to collaborate on various initiatives and/or issues related to funding, proposed regulation changes, etc.
 - Responsible for compliance with all Federal, State, and local funding agencies.
 - Reviews and submits reports, both project status and financial.
 - Seeks funding for approved initiatives through outside sources.
 - Coordinates with EBCI Commerce Division and Budget and Finance, with regard to planning and budget related grant components.
 - Works with the Office of Environment & Natural Resources, Fisheries & Wildlife Management and Historic Preservation Managers to promote holistic, interdisciplinary approaches to environmental, cultural, and natural resource management and protection.
 - Must stay abreast of evolving regulations and laws and maintain working relationships with partner agencies such as, FEMA, USFWS, BIA, USDA, IHS, FHWA, and others.
 - Performs any additional functions as delegated by the Secretary of Operations.
 - Works on specific initiatives driven by leadership as necessary.
 - Coordinates and facilitates resources to assist in crisis management and emergency situations, such as natural disasters, public safety hazards, etc.
 - Assists the EBCI Commerce Division in the planning and execution of economic development projects as necessary.
 - Develops and coordinates community and youth education programs.
 - Performs various public speaking duties to organizations, Federal agencies, States, Tribes, etc.

Scope of Supervision:

This position is supervised by program leadership. This position is responsible for supervising others. Supervision consists of duties including life safety, public safety, budget, personnel issues, program goals and objectives, and more. Incumbent will provide oversight, direction, and corrective action to situations and incidences that compromise the safety of staff and the public. The incumbent establishes guidelines by translating the goals and strategies of a project into meaningful work assignments for all aspects of project development. The incumbent is considered a professional employee with judgment skills and knowledge necessary to apply established guidelines in the most effective and efficient manner benefiting the project circumstances. The incumbent may change guidelines with new project assignments to ensure the most effective procedures for accomplishing objectives. This change may include staff assignments, outside work relationships with agencies and individuals, and resource allocation and utilization. The incumbent is responsible for the 6 distinct programs within the Support Services. The Director will be responsible for the indirect/direct oversight of over 150 employees within these programs that range from laborers and technicians to specialized skill employees, such as Professional Engineers, and managers. The

Position Description

incumbent is accountable to the Secretary of Operations. The incumbent provides the Secretary of Operations with information and communication to keep him well informed. The incumbent will be evaluated/reviewed by the Secretary of Operations based on established performance objectives, performance standards, and by evaluating performance on a periodic basis.

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** Five (5) years of related experience required. Experience to include progressive responsibilities in: Construction, Engineering, , Urban/Regional Planning, Business/Public Administration or related field; Five (5) years of budgetary, supervisory and management responsibilities, including oversight of a wide range of technical, professional, and support staff; construction and transportation issues pertinent to the Tribe; grant writing and management; managing projects funded by a variety of sources, but primarily State and Federal programs; and development and implementation of policies and procedures.
- Education:** Bachelors Degree in related field required.
- Licenses & Certifications:** Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Knowledge of the functions, responsibilities, policies, and goals of the Operations Division and programs is imperative.
- Knowledge of purchasing, records, assessment, collections, and management of information systems to supervise the activities of the division and their policies, procedures, organization, and performance standards.
- Ability to read, analyze and interpret common scientific and technical documents, financial reports and legal documents, safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information to the Executive Committee, Tribal Council, Federal and State partners, grant awarding officials, Secretary of Operations, and the general public.
- Ability to apply principles and logical or scientific thinking to a wide range of intellectual and practical problems.
- Must have thorough understanding of project management, contracting, grants administration, and Federal/Tribal procurement regulations.
- Must have experience in managing a wide range of technical and professional staff as well as other support staff. Considerable knowledge of construction and transportation issues pertinent to the Tribe, grant writing and management. Must also have experience in developing and implementing policies and procedures.
- Must be experienced in managing projects funded by a variety of sources, but primarily by State and Federal programs.
- Twelve (12) to fifteen (15) months would be necessary to become proficient in most phases of the job.

Safety/Accuracy Focus:

The effect of the work required in this position is reflected in the physical and infrastructure development of EBCI Tribal lands in the areas of health, safety, . economic development, environmental protection, and the general quality of life for residents. An extremely high level of accuracy is required when performing construction and engineering oriented oversight and evaluating and analyzing information including financial data and completing paperwork. Incorrect procedures could have significant implications with more serious failures compromising natural resource integrity, grant awards and in some cases, employee, and public safety.

Key Relationships:

Must communicate on a daily basis with Federal, State, and local agencies and other pertinent Tribal divisions and programs. Frequent contacts related to the implementation of various programs, and especially grant programs, are required to ensure proper program directions for completion of goals and objectives. Contact with other organizations including State, Federal, and local programs is required. The incumbent must be comfortable with both oral and visual presentations necessary to communicate program specific information to a wide variety of individuals and organizations. Incumbent must ensure fairness and equality when dealing with all levels of employees, vendors, and community members. Must communicate with National

Position Description

committees regarding impacts such as Regional Tribal Operations Committee, National Tribal Operations Committee, National Transit Board, and others of which have subordinate staff serving as voting members.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. The incumbent is responsible for highly confidential material including personnel records, government reports, financial information, bid documents and more. The incumbent has access to all program memorandums, grant agreements, and other Tribal correspondence considered confidential. A high degree of discretion must be used when considering what information should be shared. Must adhere to Tribal confidentiality policies while performing job duties.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. This position requires a high level of knowledge and skills. Managerial and administrative skills are required due to the program work requirements to operate the program on a day-to-day continuum and provide interaction with other Tribal programs and Federal and State agencies. Tribal and Federal agencies require formal reports regarding work progress and milestones. People skills are required to effectively supervise staff members to achieve program goals.

PREFERRED QUALIFICATIONS

Educational background in urban/regional planning, construction management, business/public administration, engineering or related field in combination with strong business or project management preferred. AICP and PMP Certifications strongly preferred.

WORK ENVIRONMENT

Work Environment: Most work activities are performed in a standard size office including typical office equipment. A portion of work activities will be performed outdoors. The physical risks to performance in this position are standard risks associated with extended time spent in an office environment and the outdoor risks of sprains, strains, insect and animal bites, exposure to the elements.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Concentration varies from moderate to intense depending on the task. While performing job duties, the incumbent is routinely required to walk, sit, stand, climb, bend, crawl, reach with both hands and arms, speak and hear. The incumbent is required to perform physical activities associated with this position with a considerable amount of time spent at a computer terminal or in project meetings. Some time outdoors will be required gathering data, visiting work sites and other related media sites with contractors, vendors, and staff.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 “Indian Child Protection and Family Violence Prevention Act.”

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Position Description

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Director - Support Services** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date