



# Eastern Band of Cherokee Indians

## ADMINISTRATIVE ASSISTANT

### *Position Description*

<b>Program:</b>	Housing Program	<b>Reports to:</b>	Manager – Qualla Housing Services
<b>Division:</b>	Housing	<b>Position Number:</b>	972237251
<b>Classification:</b>	Non - Exempt	<b>Revision Date:</b>	10/01/2022
<b>Pay Level:</b>	8	<b>Safety Sensitive:</b>	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

Performs diversified administrative duties in support of daily operations, meeting and greeting visitors, answering telephones to channel all incoming calls, and providing required assistance. Serves as a professional point of contact, acts as a positive Tribal ambassador, and maintains a positive public relations image for the department and for the Tribe.

### ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Greets department visitors and aids as needed, making necessary notifications, directing visitors to the specified office, and facilitating contact with the appropriate people.
- Provides clerical and administrative support to the department by typing memos, reports, and letters, proofing paperwork, filing, ordering supplies, and preparing notary work.
- Responds appropriately to requests for information and assistance, gathering information from other program staff when the need arises.
- Maintains calendars, entering appointment data regarding fixed meetings, appointments, and conferences for the office.
- Answers and directs phone calls and responds appropriately to requests for general information and assistance; takes and delivers messages.
- Distributes incoming mail and processes outgoing mail daily, ensuring all mail is handled in a timely manner; prepares USPS/UPS/FedEx packages.
- Operates basic office equipment, computer, telephone, fax, and copier to perform job duties.
- Responsible for maintenance and upkeep of office equipment, including but not limited to, copier, non-capital and capital equipment and fax machine.
- Performs job duties according to established safety guidelines and Tribal policies.

### Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

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### MINIMUM MANDATORY QUALIFICATIONS

<b>Experience:</b>	One (1) year of related experience required. Experience to include basic clerical experience in a professional office setting, and application of business office practices and procedures.
<b>Education:</b>	Associate's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 3 years with a High School Diploma/GED equivalent.
<b>Licenses &amp; Certifications:</b>	Valid, insurable NC Driver's License required.

### KNOWLEDGE, SKILLS, & ABILITIES

#### Key Job Knowledge:

- Must have knowledge of office administration, telephone etiquette, customer service skills, and the use of office equipment.
- Must have knowledge of the policies, procedures, and associated programs.
- Must be able to operate the computer system and associated software, typewriter, calculator, telephone, copy machine, facsimile, postage machine, and other office equipment as required.
- Must have the ability to compose routine correspondence and create standard reports.
- Requires the ability to organize work and deal effectively with the public.
- Must have the ability to communicate with the public, coworkers, and other community members effectively, both orally and written.
- Must be able to work as a member of a team or independently.
- Knowledge of Cherokee culture and Tribal operations is required.
- Position will require three (3) to six (6) months to become proficient in most phases of the job.

#### Safety/Accuracy Focus:

A high degree of accuracy is required for administrative work. Proofreading, editing and subsequent, procedures would detect most errors. Undetected error could result in confusion, time and effort to research and damage to customer relations.

#### Key Relationships:

Interacts frequently with coworkers and other division/Tribal personnel. Has telephone/in person contact with the public who require tact, courtesy and professionalism to maintain good relations. The nature of contact involves discussions, the exchange of information and answering questions.

#### Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Must communicate and respond appropriately to various situations. Problem solving, and initiative are required to resolve inconsistencies and errors in files and records and handle multiple projects simultaneously. Judgment and initiative are required to maintain accuracy, efficiency, and to prioritize work and meet deadlines.

#### 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. Knowledge attained from phone messages, contacts, and office visitors must remain confidential. Must maintain the confidentiality of any information encountered in the position. Must adhere to all Tribal confidentiality policies and procedures.

#### Complexity of Duties:

This position includes completing tasks of varying complexity levels.

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### PREFERRED QUALIFICATIONS

No other preferred qualifications.

### WORK ENVIRONMENT

**Work Environment:** Works in normal business environment while performing job duties.

**Mental/Visual/  
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Close concentration and attention to detail are required while performing most duties of the job. Is subject to frequent interruptions, both by phone and in person, which require varied responses with each contact. The duties of this job routinely require standing, walking, sitting, kneeling, reaching, speaking, and hearing. Must have manual dexterity and visual acuity to perform tasks of job.

### 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."

**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 **Administrative Assistant** 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.

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*Employee (printed name)*

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*Employee (signature)*

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*Date*

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*Supervisor (printed name)*

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*Supervisor (signature)*

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*Date*