

CHEYENNE RIVER SIOUX TRIBE
SUPPORT SERVICES
ASSISTANT

DESCRIPTION OF WORK

General Description of Duties: Provide clerical support of daily operations for Support Services department. Will maintain current filing management systems for the office. Will work cooperatively with staff and the general public in courteous and timely manner.

Supervision Received: Works under the immediate supervision of the Support Services Director and general supervision from the Tribal Treasurer.

Supervision Exercised: None.

EXAMPLE OF DUTIES: (Duties may include but are not limited to the following.)

Will be responsible for answering the telephone, taking messages and delivering them to the appropriate staff members. Greet clients and visitors in a friendly, professional & timely manner.

Receives inquiries from the public by telephone or in person and furnishes information or directs inquiry to the proper source for answer.

Assists clients with telephonic applications. (Elderly, Handicap, Medical).

Assists clients with applications and telephone calls to other program sources for possible assistance.

Will maintain a telephone and fax log.

Shall maintain complete confidentiality in all client/program matters and transactions.

Establishes and maintains filing system for correspondence and client files.

Shall be responsible for operating a variety of office equipment.

Responsible for the routing of documents for signatures.

Other related duties as assigned.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills and Abilities: Working knowledge of receptionist and clerical procedures and practices. Must be able to work within a fast paced work environment. Knowledge of modern office practices, procedures and Tribe's routing process. Must have knowledge and ability to work with Microsoft Excel. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence, ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Education: Must be a high school or GED graduate. College credits towards degree in related field, preferably an Associate's degree in Accounting, Human Services or Business.

Experience: Work experience utilizing computers and office equipment. Two (2) years of related experience with finance or human services. Two (2) years of related work experience with computers, Microsoft Excel and Microsoft Word.

Special Requirements: Must have a valid South Dakota driver's license within 90 days of employment and be insurable under the Tribe's vehicle insurance and meet the requirement to drive a tribal vehicle.

Must be able to pass Federal, State, and Tribal Criminal background checks. This position is subject to mandatory drug and alcohol testing in accordance with the Cheyenne River Sioux Tribe Drug and Alcohol Free Workplace policy.

Confidentiality is a requirement. Ability to keep all client/program matters confidential in accordance with the Privacy Act. Subject to the CRST Drug and Alcohol Testing Policy.

All matters pertaining to program files and employment will be kept confidential and within the office. Failure to comply will be cause for dismissal.

Revised date: 08.30.2021