

SITKA TRIBE OF ALASKA
JOB DESCRIPTION
JOB TITLE: Social Services Intake Specialist

Exempt:	No	Salary:	\$15-\$19/hr DOE
Departments:	Social Services	Hours:	8:00 a.m. to 4:30 p.m.
Reports To:	Social Services Director	Effective Date:	
Prepared By:	Social Services Director	Approved By:	General Manager

I. SUMMARY

The Intake Specialist provides administrative support to the Social Services Department, with a majority of support to the Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

General Responsibilities:

- Provide excellent, friendly customer service to Tribal citizens and the public visiting the department
- Answer main telephone line and respond to inquiries
- Conduct screening for purpose of referring to appropriate provider
- Provide feedback and suggestions to help assure quality customer relations, implementation of customer service improvements, and problem solving
- Assist Social Services Director with coordinating Health Committee meetings.
- Act as a resource to families, outside agencies, and staff
- Maintain system of efficient collection and retrieval of client and program information for staff
- Assist in tracking food pantry inventory and ordering of replenishment supplies; organizing food pantry
- Order office supplies and maintain supply inventory
- Submit PO, Check, and credit card requests as needed using the database for tracking
- Collect timesheets for signatures
- Draft documents for the director's review including but not limited to: contracts, form updates, strategic planning, annual and semi-annual reports
- Check mail daily and keep the office area neat and orderly
- Assist with department employee travel forms
- Work cooperatively as part of the Social Services department with providing services to Tribal Citizens

Meetings, STA Reporting, Professional Conduct:

- Keep Director informed via biweekly individual meetings concerning work progress, including present and potential problems and suggestions for new or improved ways of addressing problems
- Attend STA all staff meetings
- Participate in STA all-staff events which may occur after hours or on weekends, including but not limited to Annual Picnic, Annual Meeting, Annual Native American Heritage month parade, the Children's Christmas Party, and other all-staff events that arise throughout the year. Assist with coordination of Children's Christmas Party
- Attend other meetings as requested by the Director
- Prepare monthly report of activities and any other items assigned by Director for inclusion in the Tribal Council meeting packet
- Prepare report for inclusion in quarterly Newsletters and the Annual Report
- Recognize and understand the highly emotional nature of work in Social Services and respond to questions and client concerns in a compassionate, courteous and timely manner
- Maintain strict confidentiality of all client information

- Respond to questions/comments in a courteous and timely manner
- Other duties as assigned by Supervisors

III. MINIMUM QUALIFICATIONS:

Education and work experience

- High school diploma or G.E.D
- Two years of increasingly responsible, varied, and highly skilled clerical work.

Knowledge, Skills and Abilities

- Strong written and oral communication skills
- Ability to handle multiple tasks and work under short timeframes and attend to details
- Ability to handle confidential information with tact and discretion
- Knowledge of the history of Sitka and a solid understand of the native community in Sitka, including clan structure, or willingness to learn
- Advanced level of computer skills and at least one-year experience using Microsoft Word, and Excel.
- Ability to work independently with brief verbal instructions
- Must be able to work flexible hours to meet deadline and client needs
- Must possess a valid Alaska State Driver's License or have the ability to attain one
- Demonstrated ability to be a reliable worker (show up on time and consistent with the required work schedule)

Criminal Background Check

This position requires full compliance with the STA Criminal Background Check ordinance. All candidates for this position must consent to a criminal history record check, submit fingerprints and submit a supplemental employment application. No individual may fill this position:

- Who has been convicted of any crime involving a sexual offense
- Who has been found guilty of two misdemeanors or one felony of a crime against a person, a child or involving violence
- Whose past conduct creates an immediate or long-term risk for any Indian child or raises questions about an individual's trustworthiness.
- Who is currently subject to a restraining order issued after a hearing which restrains the individual from harassing, stalking, or threatening an intimate partner or a child.

The individual who holds this position is required to report any violation of a criminal statute within one working day of the charge or conviction to the individual's immediate supervisor

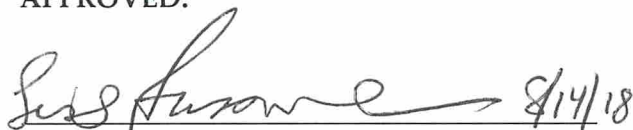
Drug and Alcohol Free Workplace

This position is required to comply with Sitka Tribe of Alaska's Drug and Alcohol Free Workplace Ordinance. This position therefore requires a pre-employment drug screening, and is subject to reasonable suspicion, random, post-accident, return to duty and follow-up drug/and or alcohol testing.

IV. PREFERENCE

Native preference in hiring applies as outlined in the STA Hiring Policy and Procedure and the STA Employee Handbook.

APPROVED:


Lisa Gassman, General Manager 8/14/18
Date

RECEIVED:


Anne Davis, Administrative Services Director 8/14/18
Date