



## *Picayune Rancheria of the Chukchansi Indians*

*49260 Chapel Hill Drive  
Oakhurst, California 93644*

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### **POSITION DESCRITON – Administrative Assistant- (ICWA Assistant)**

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**Reports To: Indian Child Welfare Act Director**

**Department: ICWA**

**Status: F/T**

**Salary Range: DOE**

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#### **Summary & Scope of Position:**

Performs administrative and office support activities for the Indian Child Welfare department. Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets, presentations, and filing. Extensive software skills required, as well as internet research abilities and strong communication skills.

#### **Primary Responsibilities:**

- Processes and documents incoming calls; screens and takes messages as necessary.
- Process all incoming applications
- Creates record keeping systems, Maintain department calendar and schedule accordingly
- Create informational flyers/pamphlets
- Conduct research of various resources, ICWA law matters and court cases
- Greets clients and visitors; answers questions within context of policies and procedures with contact sometimes of a difficult nature; may initiate routine correspondence in performance of duties and response to services.
- Practice excellent social service skills at all times to include, but not limited to, addressing all clients' needs courteously and promptly.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Maintains professional and technical knowledge by attending workshops and reviewing professional publications.
- Maintain accurate and confidential case files, and records in an up-to-date order.
- Must be able to obtain knowledge of available Tribal resources; must be able to accurately and clearly refer clients to such needed resources.
- Understanding of the Indian Child Welfare Act

- Maintain extremely high professional standards in all matters and strict department security, confidentiality, and quality.
- Open and record in-coming departmental mail.
- Provide transportation when needed
- Contributes to team effort by accomplishing related task as needed.

**Qualifications/Requirements/Skills:**

- High School Diploma or GED Certification is required with previous successful administrative office experience.
- Must have knowledge of Tribal organization, and services provided by the Social Services/Indian Child Welfare Act Department.
- Ability to operate standard office equipment such as personal computer, typewriter, calculator, copy and fax machine, etc.
- Excellent verbal and written communication skills are required; with ability to follow verbal and written instructions.
- Excellent organizational skills are required. This requires the incumbent to plan, organize and schedule priorities efficiently and successfully cope with challenging situations and conditions.
- Ability to establish and maintain productive working relationships with staff, clients, management or other departments as well as external agencies necessary to effectively carry out job duties as required.
- Must be dependable, self-motivated, possess initiative with the ability to work with minimal supervision.
- Awareness and cultural sensitivity to the Native American culture.
- Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
- Must possess a valid California Driver's License, with proper liability insurance on personal vehicle.
- Must be able to pass all background clearances.
- Must be able to travel

***IN ACCORDANCE WITH TITLE VII 1964 CIVIL RIGHTS ACT, SECTION 701(B) AND 703(I), PREFERENCE IN FILLING ALL VACANCIES WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN CANDIDATES.***