



# Poarch Band of Creek Indians

5811 Jack Springs Rd. ♦ Atmore, AL 36502  
Tribal Offices: 251.368.9136 ♦ [www.pci-nsn.gov](http://www.pci-nsn.gov)

**Job Announcement:** HR2017:114

**Position Title:** Family Services Clerk

**Advertising:** Tribal-Wide

**Department:** Family Services

**Division:** Tribal Member Services

**Immediate Supervisor:** Office Manager

**Department Director:** Family Services Director

**Employment Status:** Non-exempt

**Position Type:** Regular Full-Time

**Mandatory Reporter:** Yes

**Background Check Required:** Yes (child-sensitive)

**Opening Date:** Tuesday, October 17, 2017

**Closing Date:** Tuesday, October 24, 2017 by 5:00 p.m.

Preference shall be given in accordance with the Title 33 (Tribal Employment Rights) of the Tribal Code.

## Overall Objectives of Position

The Family Services Clerk is expected to provide clerical support to all program areas of the Family Services Department and assisting the Office Manager in carrying out the day-to-day operations and administrative functions for the office. The Family Services Clerk must ensure the highest level of customer service and exhibit professional behavior befitting the Family Services Department. This job description is not an all-inclusive list of the duties and responsibilities of this position. The Family Services Clerk is expected to perform all duties and responsibilities necessary to meet the goals and objectives of applicable programs.

The Family Services Clerk is expected to live the Purpose and Values of the Poarch Band of Creek Indians and will go beyond the call of duty.

## Primary Responsibilities of the Family Services Clerk

- Serve as office receptionist and/or backup receptionist.
- Provide clerical support to all program areas of the Family Services Department.
- Assist the Office Manager in such duties as may be assigned.
- Maintain a strong collaborative partnership with other Departmental Coordinators and other Tribal Departments.
- Performs other duties as assigned by the appropriate person.

## Day-to-day Responsibilities

- Greet the public, direct phone calls, process mail, and refer clients and messages to the proper program area and staff.
- Maintain a centralized calendar of appointments, meetings, appearances, and events for the Family Services Department.
- Generates, processes, and logs necessary purchase orders for the applicable programs and enters data into Excel spreadsheets.
- Assist with filing and purging brief services records.
- Assist as assigned with Departmental events, special projects, and administrative programs.
- Works closely with all Family Services Coordinators to help plan, organize, and oversee community events and projects.
- Serves as back-up transportation provider for child welfare and adult services clients as needed.
- Advocates for program services designed to meet the needs of the community.
- Keeps clear and detailed records and collects data daily, monthly, quarterly, and yearly statistical records.

## Education/License/Certification and Experience Requirements

- High School Diploma or equivalent required.
- Two (2) years' related employment experience in a confidential business/office setting required.

## Skills Required

- Absolute confidentiality and adherence to HIPPA regulations and the Privacy Act.
- Ability to work in a high-performance, fast-paced, high-pressure environment.
- Adept at multi-tasking, have unquestionable integrity, with an uncompromising commitment to quality.
- Exceptional interpersonal and communication skills, both verbally and in writing.
- Outstanding project management and organizational skills.
- Ability to work in a cross-cultural environment.
- Must have excellent computer skills with working knowledge of Word and Excel

## Additional Requirements

- Ability to work odd and irregular hours, as needed.
- Must possess a valid state driver's license and an insurable driving record according to Tribal insurance guidelines.
- Must successfully pass the required criminal and character background check.
- Ability to travel and participate in required training, leadership development and other events.
- Ability to adequately and successfully perform all duties and responsibilities of this position.

Every applicant must complete an application provided by Human Resources. Human Resources is located in the modular building next to the Assisted Living Facility. A resume will not be accepted in the place of an application. **Complaints about the recruitment or selection process for employment should be directed in writing to the Human Resources Director of PCI Tribal Government.**