



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Social Services Clerk
Department: Social Services
Supervised by: Social Services Director or designee
Pay Range: T-3 \$12.36 - \$17.30 / hour (\$25,709 - \$35,984 Annually)
FLSA Status: Non-Exempt / Full-Time (40 Hrs. /Week)

Position Summary: Under the general supervision of the Social Services Manager/Director, the Social Services Clerk is an important role in ensuring clients are directed to appropriate services. The clerk will be the first point of contact for any person who reaches the Social Services department by phone or in person. The clerk will be responsible for performing receptionist and clerical duties, maintain a professional appearance and attitude, maintain strict confidentiality, and perform other duties as assigned.

Responsibilities:

- Customer oriented in delivering excellent service to both internal and external customers in a friendly, courteous and professional manner.
- Greets all visitors and provides general program information and direction as appropriate.
- Protect and maintain the integrity of the program services and respect client confidentiality at all times.
- Provides information and assistance to visitors and tribal members concerning; RAVE, Social Services, and ICWA.
- Answer telephones, direct calls, and take messages.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Handles and logs incoming mail, faxes and packages. Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Review files, records, and other documents to obtain information to respond to requests.
- Type, format, proofread, and edit correspondence and other documents, from notes or dictating machines, using computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Type letters, memos and email messages as well as enter data accurately.
- Maintains the Social Services and Administration's lobby information area in a clean and orderly manner and the wooden display for forms and literature stocked.
- Record staff meeting minutes and send to appropriate staff members for record. Maintain digital files for record keeping.
- Performing other duties and completing special projects as assigned.

Minimum Qualification: Education and Experience:

- Completion of a high school diploma or GED.
- Experience in using general office equipment; scanner and copy machine, multi-line phone system, fax machine.
- Experience and basic proficiency with word processing software; MSWord, Excel, Outlook, etc.
- Must have good oral and written communications and skills.
- Must be able to work independently and exercise initiative, tact and good judgement.
- Shall comply with the Drug-Free Workplace Policy and a Criminal Background Investigation

Other Requirements:

- Must demonstrate basic knowledge of the unique sovereign status of Indian Tribes and respect for Paiute culture.
- Must be able to work evenings and/or weekends as needed.
- Must have and maintain a valid California Driver's License and to be insurable under the Tribe's existing automobile insurance policy. DMV printout required with application.

Indian Preference:

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.