



The Three Affiliated Tribes
Job Description

POSITION: Administrative Assistant
Three Affiliated Tribes Division of Child Support Enforcement

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: TAT DCSE Director DEPARTMENT: TAT DCSE Child Support SALARY: DOQ CLASSIFICATION: Non-Exempt	FLSA STATUS: FT-Regular LOCATION: 335 Main St. New Town, ND OPENING DATE: CLOSING DATE:
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POSITION SUMMARY: The child support enforcement (“DCSE”) Administrative Assistant will perform detailed reception and office duties to help maintain a clean, professional, efficiently run office. In addition to general office and reception duties, this position will also be responsible for assisting the Financial Specialist with data entry as needed and aiding all the Child Support Enforcement staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Effectively learns and closely follows the TAT DCSE Policy and Procedures Manual, relevant Three Affiliated Tribes laws, and relevant federal and state regulations to carry out all Child Support office assistant/intake functions.
2. Performs all phases of support services including reception, answering telephones, filing, typing, data entry, database maintenance, and general clerical duties.
3. Compiles, correspondence, memos, etc., ability to use good judgement, excellent grammar, punctuation, and limited guidance. Records meeting minutes.
4. Prepares and monitors all requests for purchase requisitions and purchase orders on Sage Intacct system.
5. Performs daily administrative runs to finance, contracts, property and human resources or other departments or businesses as needed.
6. Receives and receipts child support payments from non-custodial parents and delivers them to the financial specialist.
7. Compiles staff's time and time-off requests, organizing and preparing them on the Workforce Go for director's approval.
8. Receives, opens, logs and distributes incoming mail from local post office and tribal mail while safeguarding confidentiality and financial security, as well as prepare outgoing mail.
9. Assists with organizing and planning staff travel, meetings and child support awareness events when necessary.
10. Sets up new case files and records new clients in the database.
11. Attends federal and state training's that pertain to child support case management.
12. Attends federal and state confidentiality trainings to possess a working knowledge of confidentiality rules and the consequences of unauthorized disclosure of confidential information.
13. Maintains high ethical standards for himself/herself and the TAT DCSE by adhering to strict confidentiality standards; signs a confidentiality statement; signs a confidentiality statement upon employment with the TAT DCSE.
14. Complies with the law of the Tribe and, at all times acts in a manner that promotes public confidence in the integrity and impartiality of the TAT DCSE.
15. Performs other duties as needed or assigned by the immediate supervisor.



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16. Attend training and maintain certifications, updates staff as needed and makes any necessary changes.
17. Adheres to MHA Policy & Procedures as well as department policies/guidelines.
18. **And other duties as assigned.**

***NOTE:** The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.*

SUPERVISORY REQUIREMENTS:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical-** the individual synthesizes complex or diverse information.
- **Problem solving-** the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- **Verbal/written communication-**the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- **Delegation-**the individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegation activities.
- The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness.
- Planning/Organizing-the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation policy and procedures of personnel administration
- Ability to maintain confidentiality of sensitive information.
- Ability to quickly learn about the goals, policies, and procedures of the TAT DCSE and the TAT child support laws.

Abilities

- Gain an excellent knowledge of the federal child support IV-D Distribution rules and laws.
- Quickly learn about the goals, policies, and procedures of the TAT DCSE and the TAT child support laws.
- Understand and carry out oral and written instructions; request clarification when needed.
- Possess strong work ethic and organizational skills with special attention to detail.
- Deal with stressful situations and potentially hostile people; practice excellent customer service skills with the public at all times.
- Maintain effective communication and positive working relationships with division staff, the Fort Berthold Tribal Court judges and staff, other tribal, state and federal officials and IV-D agencies; maintain tact, diplomacy, and flexibility at all times.



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- Maintain confidentiality of sensitive information.
- Travel as required.
- Ability to establish and maintain effective relationships with other management staff, employees, and the public
- Ability to present facts and recommendations effectively in oral and written form.

Skills

- Effectively operate office equipment, including computer, computer software, 10-key adding machine, copy and fax machines, printers, and telephones.
- Must have proficient knowledge of Word, Excel, and Access.
- Enter computer data; do word processing; type at 40 wpm.
- Make arithmetic calculations with speed and accuracy.
- Record information accurately and efficiently, maintain computerized and paper records and files.
- Maintain established records and files.

MINIMUM QUALIFICATIONS AND EDUCATION:

- Must possess an A.A. or certificate for Administrative Assistant, high school diploma or verified G.E.D. and two (2) years of college in a related field (child support enforcement, social services, social work, court clerking). **REQUIRED**
- Two (2) year experience in a related field (i.e. child support enforcement, social services, social work, court clerking).
- Qualifying Experience may be substituted on a year-for-year basis for the undergraduate education. Qualifying experience means possession of a high school diploma or a GED certificate plus at least four (4) years of professional employment in a related field (i.e. child support enforcement, social services, social work, court clerking)
- Valid Driver's License **REQUIRED**.

Special Requirements:

- Possess, or ability to obtain, a valid North Dakota driver's license.
- Will be subject to and must pass pre-employment drug testing and random drug testing.
- Ability to pass a background investigation in accordance with applicable law, regulation, and/or policy.
- Must be bondable.
- Will be required to sign a Confidentiality Statement and understand penalties for any violations.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 12:30 p.m. to 4:30 p.m. Deviation from the normal schedule may be required for certain programs.
- Work may involve contact with clients who are demanding, angry and frustrated. Stress management is essential.
- Work may require irregular hours, i.e. working after normal scheduled working hours, at weekends and at night.



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- Smoke-free.
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- Typically performed in an office environment under usual office working conditions.
- Ability to lift 25lbs.
- Ability to travel up to 25% of the time.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____