THE HOPI TRIBE

VILLAGE OF SIPAULOVI

COMMUNITY SERVICE ADMINISTRATOR

INTRODUCTION: The Community Service Administrator plans, directs, administers and supervises activities associated with the administrative operations of the village. The incumbent performs duties of considerable difficulty and complexity requiring good working knowledge and administrative skills for planning, organizing and implementing community development projects and for managing the Village Administration Office in accordance with applicable village and tribal management policies & procedures.

DUTIES: (The following examples of duties for the Community Service Administrator are intended to be illustrative only and should not be viewed as all inclusive or restrictive).

1. Provides leadership & strategic direction in managing the administrative operations of the Village of Sipaulovi. Maintains close working relationship with the Village Board of Directors (BOD) (supervisor).

   - Primary responsibilities include…

     - Develops and implements strategic & operational plans, goals & objectives, quality standards, administrative policies & protocols, management systems & controls, supporting budgets (including cost estimates/projections & budget amendments/modifications), etc.;
     - Develops and periodically reviews, revises and executes the organization mission and strategic operational plan for the village;
     - Establishes and maintains an effective organization structure & staffing plan; reviews and makes recommendations for approval of all proposed functional & staffing charts for purpose(s) of uniform growth and overall efficiency;
     - Provides guidance on matters of policy, village budget, publication and legal responsibility;
     - Reviews & approves internal administrative agreements and commitments under the village in accordance with established policies;
     - Conducts assessment and implements new management systems and major modifications to existing systems, i.e., introduction of new technology concepts & associated hardware & software programs, etc.;
     - Provides supervision, mentorship, training, and evaluation of staff; and
     - Generates operational and project management reports.

   - Principle accountabilities include…

     - Cost effective development, establishment and maintenance of administrative services and management systems which enhances quality & production, competitiveness, compliance with Tribal management policies, procedures & practices, and including provisions for effective controls;
     - Correct interpretation, implementation, maintenance of departmental and internal office policies, procedures & practices including provision of effective controls & audit capabilities;
     - Effective and compliant management of financial, business & administrative transactions and policies & procedures;
     - Acquisition and maintenance of competent & skilled staff and training resources necessary to meet obligations;
     - Timely completion & submittal of employee performance plans & evaluation reports, employee training & development plans, position description questionnaires & position description amendments, modifications, etc.; and
     - Accurate, complete and timely submission of required management and technical reports.

2. Prioritizes projects based on village needs and utilizes local governmental agencies and other developmental agencies/personnel to secure technical assistance in implementing community development plans and coordinating project activities.

3. Provides guidance and technical assistance in preparing funding proposals/applications relating to comprehensive community development planning and for project management operations through the village, tribe and other funding sources.

4. Collaborates with village members, Hopi Tribal government officials, federal, state and local governmental agency representatives, etc., to facilitate communications and to seek technical assistance. Attends public meetings/forums to represent Sipaulovi Village interests and to advocate for the village members.

5. Serves as direct line supervisor to Sipaulovi Village staff; obtains maximum utilization of their services by clearly defining their responsibilities & duties; establishing performance plans, conducting periodic & timely performance reviews & evaluations; providing appropriate mentoring/coaching & training and taking appropriate follow-up actions as necessary.

6. Develops and implements new administrative policies & procedures and protocols for guiding the administration of office operations and for implementing village goals & objectives, including benchmarks & performance measures to ensure production, effective & efficient delivery of services, expenditure controls, timelines, etc.

7. Maintains positive and effective relationships with external organizations both public & private, and works to ensure that the goals & objectives of the Village of Sipaulovi are advanced and enhanced in accordance with established plans and general policies.

8. Ensures that the Office of the Chairman or his designee is kept fully informed of the conditions and progress of village administration operations and project activities including all-important factors influencing them and provides professional advice and guidance on matters of significant importance.

9. Performs other related duties as assigned by the supervisor in order to meet village objectives.

COMPLEXITY: The work includes varied duties that involve unrelated steps, processes or methods regarding the development of community services/infrastructure and management of administrative operations. Decisions regarding what needs to be done requires the incumbent to recognize the existence of and differences among several alternatives for less complex matters; and conduct analysis of the subject, phase or issues involved for more complex and controversial matters prior to taking action.

SUPERVISION RECEIVED: The incumbent is responsible/accountable to, and works under the general oversight/supervision of the Village Board of Directors (BOD). The incumbent develops policies, projects, priorities, deadlines and work standards to guide the pursuit of village objectives. The incumbent is responsible for planning and carrying out the assignments independently, resolving conflicts, which may arise. Completed work is reviewed from an overall standpoint in terms of feasibility, compatibility and effectiveness in achieving expected results.

PERSONAL CONTACTS: Contacts are with other employees within/outside the immediate work area, Tribal Council & Officials, private & public sector businesses/organizations and the general public. The purpose of these contacts is to exchange information related to planning, coordination & project management/assessment, building business relationships, provide assistance/advisement to others and to resolve situations by influencing or motivating others in working towards mutual goals.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: The work of the incumbent is mostly sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. The incumbent is required to attend meetings and work in the evenings and weekends when necessary to accomplish objectives within project deadlines. Frequent travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

   A. Education : Bachelor's Degree in Public Services Administration, Business Management or related field;

   AND

   B. Training : Training in project planning, grants/contracts administration, funds development, budgeting and office/records management;

   AND

C. Experience: Four (4) years related work experience with a governmental or public service agency that included planning, development and management of public services and community development projects, two (2) years of which includes supervisory responsibilities;

OR

D. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills, and Abilities:

A. Knowledge:

- Extensive knowledge of organizational structure, workflow and operating principles; and administrative management principles, practices and procedures
- Good knowledge of human resources & financial management principles, practices and administrative procedures
- Knowledge of the political, cultural and socio-economic realities on the Hopi Reservation
- Good knowledge of effective leadership, mentorship and supervisory principles, practices, methods, techniques, etc., conducive to establishing and maintaining a motivated & proactive management team
- Good knowledge of modern (state of the art) planning & research techniques, methods and practices that includes the application of the latest technology changes
- Good knowledge of grant proposal writing, contract negotiations and related procedures.
- Some knowledge of office administration and the application of computer automated systems and other office machines/equipment

B. Skills:

- Excellent writing & verbal skills to communicate policy, strategy, management principles, etc. and to effectively develop and present complex & technical concepts and plans to people; and for public representations
- Excellent skill in developing, organizing and coordinating project management activities
- Skill in operating a computer (IBM compatible hardware/software) and various office machines and equipment (includes scanner, printers, etc)
- Excellent skills in developing and implementing strategic management plans, funds development goals/objectives and proposal writing
- Excellent management & administrative skills including organizational development & assessment, project planning & administration, research & data analysis, supervision, etc. and utilizing state-of-the-art technology applicable to project management, i.e., equipment, software, etc
- Excellent customer relations skills and interpersonal relations skills to motivate staff

C. Abilities:

- Ability to plan, develop, implement and administer management systems and to determine the cost-effectiveness and utilization of alternative processes
- Ability to plan, organize, and accomplish work in accordance with established objectives, priorities and timelines; to interpret the purpose/intent of applicable rules & regulations, etc.; and to analyze & assess systems failures and develop appropriate corrective action measures
- Ability to prepare management reports, research findings, budgets/modifications, expenditure reports and other narrative/statistical reports
- Ability to supervise and evaluate the work of others and analyze and assess administrative needs and situations
- Ability to conduct research and develop logical and practical administrative policies & procedures
- Ability to review and assess capabilities and performance of subordinate staff taking appropriate action to maximize effectiveness and efficiency
- Ability to establish and maintain an effective, positive & professional working relationship with staff, others and customers

NECESSARY SPECIAL REQUIREMENT:

1. Must complete/pass a sensitive background investigation and fingerprint check in accordance with Hopi Tribal policy.

DESIRED REQUIREMENT:

1. Ability to understand & speak the Hopi language to translate from Hopi to English and vice-versa.

CONDITIONAL APPOINTMENT:

Depending on the needs of the position, some incumbents of this class may be required to possess a valid Arizona Driver's License and pass/complete the Hopi Tribe's Defensive Driving Course.

REVIEWED BY: _____ 02/07/06
Department/Office Hiring Authority — Date

REVIEWED BY: _____ 02/07/06
Chairperson, Sipaulovi Board of Directors — Date

APPROVED BY: _____ 15 Feb '06
Personnel Director — Date

Range: **EXEMPT** [42]
01/2006(nfp)