



HOPI TRIBE GRANTS & SCHOLARSHIPS PROGRAM,
ADULT VOCATIONAL TRAINING PROGRAM &
WORKFORCE INVESTMENT ACT PROGRAM

SECRETARY

INTRODUCTION: This position is responsible for the efficient and effective performance of secretarial & clerical tasks including public relations, managing appointments, screening calls/visitors, and independently handling routine correspondence and informal requests in support of the Hopi Tribe Grants & Scholarships Program, Adult Vocational Training Program and the Workforce Investment Act Program.

DUTIES: (The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive)

1. Politely greets visitors and telephone callers; ascertains their nature & purpose of visit; assists customers by providing information about the office, functions & activities, policies and procedures, office staff, etc.; when appropriate, responds to and resolves complaints & issues, refers more difficult & complex matters to supervisor or appropriate office personnel for resolution; and provides good customer service.
2. Receives, logs-in and routes incoming mail to appropriate staff, attaches necessary files or material in order to effect prompt responses; responds to inquiries of simple routine general matter on behalf of the supervisor or staff.
3. Composes/prepares routine correspondence, i.e., reports, letters, memos, forms, charts, etc., for review & signature by supervisor or staff; verifies & reviews material for completeness & conformance with established regulations & procedures; processes payroll timesheets, renewal or any other procedural forms required by the office.
4. Establishes and maintains an effective & efficient records management system; responsible for proper filing & retrieval of documents pertinent to office operations & clientele; handles confidential and sensitive information/data in accordance with established Tribal and Program policies & procedures; compiles data to prepare monthly, annual, and special reports.
5. Maintains office calendar/appointments; reminds supervisor and staff of upcoming appointments; attends meetings, conferences, workshops, etc.; participates in planning of the meetings, assists with making arrangements, i.e., preparing agenda packets & notices, scheduling events, securing facilities, acquiring needed supplies & materials, contacting targeted participants, etc.; takes and transcribes meeting minutes, discussions, etc., as necessary.
6. Liaise and maintains contacts with the general public, Hopi Tribal officials, personnel of Hopi Tribal departments/programs and other agencies to facilitate communications, secure needed services, technical assistance/advice on administrative matters, etc.
7. Performs other related duties as assigned or authorized by the supervisor to achieve the scope of work and program goals and objectives.

COMPLEXITY: The work consists of duties that involve various related steps, processes or methods. The decision regarding what needs to be done involves various choices requiring the incumbent to recognize the existence of and differences among several alternatives.

SUPERVISION RECEIVED: The incumbent is under general supervision and line authority of the HTGSP, AVTP & WIA Program Administrator and, at times, the Department of Education Office Manager. The supervisor provides continuing or individual assignments by indicating generally what is to be completed, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides specific instruction for new, difficult or unusual assignments including suggested work methods or advice on

source materials available. The incumbent uses initiative in carrying out recurring assignments independently without specific instruction referring deviations in the work to the supervisor for assistance. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures.

PERSONAL CONTACTS: Contacts are typically with employees within/outside the immediate work area, supervisor, tribal offices/programs, vendors, sales representatives, funding agency, Bureau of Indian Affairs (BIA), Hopi Education Endowment Fund (HEEF), and the general public. The purpose of these contacts is to exchange factual information, provide assistance, coordinate work efforts and establish a network of resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: The work 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 work may extend beyond the normal eight (8) hour daily schedule, evenings, weekends and holidays to meet the needs of the program. Travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training, and Experience:

A. Education : High School diploma or G.E.D. certificate;

AND

B. Training : One (1) year of secretarial or business school training which includes software applications, data archiving and account maintenance;

AND

C. Experience : One (1) year work experience performing similar duties;

OR

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

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

Knowledge of tribal governmental organizations, administration and management practices
Knowledge of office management principles, practices and methods
Knowledge of records management and practices
Knowledge of good customer service principles and practices
Knowledge of modern office equipment/machines and applicable computer software

B. Skills:

Good skill in written and verbal communication to prepare correspondence, reports and conduct presentations
Excellent human and public relations skills (customer service)
Skill in effective records management
Good skill in prioritizing multiple tasks/projects

C. Abilities:

Ability to operate modern office equipment/machines and applicable computer software
Ability to work independently and exercise sound judgment
Ability to coordinate and handle a variety of administrative functional responsibilities
Ability to deal professionally and effectively when carrying out functional responsibilities
Ability to establish and maintain positive professional working relationships when in contact with others

NECESSARY REQUIREMENTS:

1. Must complete and pass the pre-employment screening (includes a fingerprint and background investigation) in accordance with Hopi Tribal Policy.
2. Must possess a valid Arizona driver license and satisfactorily pass the Hopi Tribe's Defensive Driving Course.

DESIRED QUALIFICATION:

1. Speak and understand the Hopi Language.

CONDITION TO EMPLOYMENT:

All offers of employment will be contingent upon successful completion of all reference checks, education verification (including credentials, licenses and degrees), and background investigation and other pre-employment screening requirement.

REVIEWED BY:  _____ 3/10/11
Hiring Authority Date

APPROVED BY:  _____ 3/10/11
Human Resources Director Date