



**Job Title: COMMUNITY SERVICE ADMINISTRATOR**

**Department /Office:** Village of Shungopavi

**Reports to Whom (title):** Hopi Tribe Chairman

**Salary / Hourly Range:** 43

**Job Classification Code:** 8810

**Level of Background Check:** 1B

**FLSA Status:** EXEMPT; Full-time, Part-time, Temporary

**Driving Required:** Yes, As Required

**Revision Date:** 02/20/2013

**JOB DESCRIPTION:**

This position is responsible for planning, directing, administering and supervising activities associated with the administrative operations of the Village of Shungopavi.

**KEY DUTIES AND RESPONSIBILITIES:**

(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 Shungopavi; maintains close working relationship with the Office of the Chairman or his designee; per Hopi Tribal Council Resolution H-063-2001.

**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 and 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 community 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 and confers 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 Village of Shungopavi interests and to advocate for the village members.
  5. Serves as direct line supervisor to Village of Shungopavi 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 Shungopavi 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 community 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 or authorized by the supervisor(s) in order to achieve the community's goals and objectives.

**PERSONAL CONTACTS:**

Contacts are with 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. Walking over rough, uneven or rocky terrain is required while conducting on-site community activities and projects. The incumbent is required to attend meetings, evenings and holidays when necessary to accomplish objectives within project deadlines. Work beyond normal work hours is also required to coordinate provision of services. Occasional travel on and off the Hopi 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; documented training and working knowledge in budgeting, grant and contracts; project management and conflict resolution; AND
- C. Experience : Four (4) years related work experience with governmental or public service agency that included planning, development and management of public services and community development projects, three (3) 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 and 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 and 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 apply, manage and complete grants and contracts
- 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 REQUIREMENTS:**

1. Must complete and pass the pre-employment screening (includes a fingerprint and background investigation) in accordance with Hopi Tribal Policy. All offers of employment will be contingent upon successful completion of all references checks, education verification (including credentials, licenses and degrees), and background investigation and other pre-employment screening requirements.
2. Must possess a valid Arizona Driver's License and pass the Hopi Tribe's Defensive Driving Course.

**DESIRED QUALIFICATION:**

1. Speak and understand the Hopi language.