



**LABOR RELATIONS ASSISTANT
TRIBAL EMPLOYMENT RIGHTS OFFICE (TERO)**

**REPORTS TO: TERO DIRECTOR
SALARY/HOURLY RANGE: 35
FLSA Status: NON-EXEMPT
VALID DRIVER'S LICENSE REQUIRED**

INTRODUCTION

This position is responsible for providing labor relations activities and advanced-level secretarial support performed with semi-difficulty and complexity requiring proficient skills in records management, database systems, applicable rules & regulations. Incumbent must also demonstrate exceptional customer service skills when interacting with the local public, Contractors, Tribal Officials and other government programs, on and off the Hopi reservation.

The incumbent is under minimal supervision and line authority of the TERO Director. The supervisor provides continuing or individual assignments indicating generally what is to be completed, limitations, quality and quantity expected, deadlines and priority of assignments. The supervisor provides additional, specific instruction for new, difficult or unusual assignments including suggested work methods or advice on source material available. The incumbent uses initiative in carrying out recurring assignments independently without specific instructions, referring deviations, problems and unfamiliar situations not covered by instructions to the supervisor for assistance. The supervisor assures that finished work and methods use are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

The work is performed both indoors and outdoors. Indoor work is performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. Outdoor work may involve visiting construction sites to meet with private employers on behalf of TERO. Travel on and off the reservation is required. Contacts are with employees within outside the immediate work area, supervisor, public/private employers, federal, state and local agency representatives and the general public. The purpose of these contacts is to exchange factual information, coordinate work efforts, to provide assistance and establish a network of resources.

ESSENTIAL FUNCTIONS

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

- 1) Assists the supervisor in coordinating & monitoring office functional activities and special projects. i.e. monitoring and following-up with reminders to ensure timely completion of projects, etc.; assists with relieving the Director of routine requests and matters; assists supervisor with administrative projects, i.e., compiling information/data, verifying and tabulating data, etc.
- 2) Responsible for establishing and maintaining automated databases for TERO Program containing various information for program operations, i.e., construction contractors, applicants for employment, etc.
- 3) Provides quality customer services by politely receiving and greeting visitors and telephone callers, ascertains the nature & purpose of contact, provides information about office functions, policies, procedures and staff; when appropriate, responds to and resolves complaints & issues, i.e., payroll, wage rates, referrals, etc. using own initiative and judgment, refers more difficult & complex matters to the supervisor.
- 4) Receives, logs-in and routes in-coming mail attaching necessary files or material in order to effect prompt responses; responds to inquiries of routine matter on behalf of the supervisor or staff; establishes and maintains an efficient & effective records management system; handles confidential & sensitive information & data in accordance with established policies & regulations; receives and deposits cash and/or check payments with the Tribal Treasurer's office; provides receipts to appropriate parties.
- 5) Assists with the preparation of office budgets & budget amendments/modifications; prepares expenditures, projections and develops cost estimates; maintains a cuff account system to track & monitor expenditures; provides weekly cuff account balance reports to the supervisor for review; prepares necessary documents to order equipment and supplies, may train, supervise and assign to subordinates.

- 6) Prepares and processes requisitions, payroll timesheets, travel authorizations, related expense claims or any other procedural forms required by the office monitors renewal dates for memberships, subscriptions, purchase agreements, professional service contracts, etc.
- 7) Maintains office calendar/appointments, reminds supervisor and staff of upcoming appointments; attends meetings, conferences, workshops, etc.; participates in planning of the meetings, assists with meeting arrangements, i.e., preparing packets & notices, scheduling events, securing facilities, acquiring needed supplies & material, contacting targeted participants, etc., takes and transcribes meeting minutes as necessary.
- 8) May represent the supervisor, in their absence, when in contact with other employees, officials, agency representatives, general public, etc., i.e., pre-bid meeting, pre-constructions meeting, constructions status meetings, project meetings, conducts informational presentations, orientations, work sessions, etc., issues instructions on behalf of the supervisor; makes presentations to Hopi Tribal Council, Budget Oversight Team, etc.
- 9) Performs other duties as authorized to achieve Tribal/Program goals and objectives.

MINIMUM QUALIFICATIONS

Education: Associate's Degree in Secretarial Science, Administrative Information Systems, Human Resources or related field; AND

Experience: Two (2) years work experience working with an automated records management system, accounting & data maintenance; OR

Equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of office and records management systems and controls
- Knowledge of employment laws and practices
- Knowledge of standard office equipment and software applications and principles of internet research
- Knowledge of the principles of management and administration relevant to the tribal organization
- Knowledge of construction management organizations
- Knowledge of union hiring practices and procedures
- Skill in correcting English, grammar, punctuation, spelling, and proofreading
- Skill in verbal and written communication skills to prepare reports and conduct presentations
- Skill in operating computers, printers, other office machines and equipment
- Skill in establishing, organizing and maintaining records management systems
- Ability to interpret Hopi Tribal Ordinance 37, state and federal employment laws
- Ability to prepare clear and concise reports
- Ability to work under stress and pressure and make objective decisions
- Ability to deal with hostile individuals
- Ability to exercise analytical and independent judgment
- Ability to establish and maintain professional working relationships with others

NECESSARY REQUIREMENTS

- 1) Shall possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
- 2) Driving is an essential function of this position. Incumbent must have and maintain a driving record which qualifies them for coverage under the tribal insurance policy (qualifications are independent of DMV issuance of a driver's license) and maintain certification to operate tribal vehicles for business purposes.
- 3) Must complete and pass the pre-employment screening.
- 4) Must be able to pass mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.

DESIRED REQUIREMENT

Speak and understand the Hopi language to translate Hopi to English and vice-versa.