



OVERVIEW

The Community Service Administrator plans, directs, administers and supervises activities associated with the administrative operations of the Village of Mishongnovi. 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. The incumbent is responsible, accountable to, and works under the general supervision of the Village Board of Directors (BOD). The incumbent, in consultation with the Village BOD, 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.

The work of the incumbent is mostly sedentary, consisting primarily of office work. The incumbent will be required to make site visits for future development of the village. The incumbent must be able to work a flexible schedule as needed. The work includes varied duties that involve processes and methods regarding the development of the community services, infrastructure and management of operations. Contacts are with employees within/outside the immediate work area, personnel of other agencies, and the general public. Direct client communication in-person, by phone, and/or by messaging systems. The purpose of these contacts is to exchange factual information, coordinate work efforts and to provide assistance to their screening appointments.

PRIMARY JOB FUNCTIONS (The following duties are not all-inclusive or restrictive)

- 1) Provides leadership & strategic direction managing the administrative operations of the Village of Mishongnovi. Maintains close working relationship with the Village Board of Directors (BOD). The BOD supervises the Community Service Administrator.

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 and/or 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 the purpose of uniform growth and overall efficiency.
- Provides guidance on matters of policy, village budgets, publication and legal responsibility.
- Reviews & approves internal administrative agreements and commitments under the village in accordance with established policies.
- Conducts assessments and implements new management systems and make modifications to existing systems, i.e., introduction of new technology concepts & associated hardware & software programs, etc.
- Provides supervision, mentorship, training, and evaluation of staff.
- Generates monthly written operational and any projects management reports.

Principal accountabilities include:

- Correct interpretation, implementation, maintenance of internal office policies, procedures & practices including provision of effective controls & audits capabilities.
- Effective and complaint 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.
 - Accurate, complete and timely submission of required management and technical reports.
- 2) Prioritize projects based on village needs and utilize local governmental agencies and other development agencies/personnel to secure technical assistance in implementing community development plans and coordinating project activities.
 - 3) Provides technical assistance to Village of Directors (BOD) for preparing funding proposals/applications relating to comprehensive community development planning and for project management operations through the village, tribe and other funding sources.
 - 4) Collaborate with village members, Hopi Tribal government officials, and Villages.
 - 5) Attend public meetings, forums representing Mishongnovi Village's interests and advocate for the village members.
 - 6) Serves as direct line supervisor to Mishongnovi Village staff; obtains maximum utilization of their services by clearly defining their responsibilities, roles and duties; establishing performance plans, conducting periodic & timely performance reviews & evaluations; providing appropriate mentoring/coaching & training and taking appropriate follow-up actions as necessary.
 - 7) Develops and implements new administrative policies & procedures and protocols for guiding the administration operations, implementing village goals & objectives, to ensure production, effective & efficient delivery of services, expenditure controls, timelines, etc.
 - 8) Maintains positive and effective relationships with external organizational both public and private. Ensures the Village Board of Directors (BOD) is fully informed of village administration operations and all project activities.
 - 9) Performs other related duties as assigned by the Supervisor to meet village objectives and goals.

MINIMUM QUALIFICATIONS

Education: Associate's degree in public administration, Business Management or any related field; AND

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

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

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

KNOWLEDGE, SKILLS, AND ABILITIES

- Extensive knowledge of organizational structure, workflow and operating principles; and administrative management principles and procedures.
- Good knowledge of human resources & financial management principles, practices and administrative procedures
- Knowledge of the political, cultural and social-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 planning & research techniques.
- Knowledge of office administration and the application of computer automated systems and other office machines/equipment.
- Excellent writing & verbal skills to communicate policy, strategic, management plans.
- Excellent customer relations skills and interpersonal relations skills to motivate staff.
- 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 and intent of applicable rules & regulations, etc.; to analyze & assess systems failures and develop appropriate corrective action measures.
- Ability to prepare management reports, research finding, budgets/modifications, expenditure reports and other narrative/statistical reports.
- Able to supervise and evaluate the work of others and analyze and assess administrative needs and situations; 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) Required to maintain a valid Arizona Driver’s License and complete/pass the Hopi Tribe’s Defensive Driving course.
- 2) Required to maintain a driving record which qualifies them for coverage under the tribal insurance policy (tribal insurance qualifications are independent of MVD issuance of a driver’s license) and maintain certification to operate tribal vehicles for business purposes.
- 3) Must complete and pass pre-employment screening.
- 4) Must be able to pass mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) No misdemeanor convictions at the local, state, or federal level within the past five (5) years of application.

DESIRED REQUIREMENT

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

COMMUNITY SERVICE ADMINISTRATOR

Village of Mishongnovi
 Supervisor: Board of Directors
 Salary Range: 43
 Classification: EXEMPT

DRIVER’S LICENSE REQUIRED
 Revised 02/02/2026

REVIEWED BY: *Georgia A. Chairperson* DATE: 2/6/2026
 Village Board of Directors

APPROVED BY: *[Signature]* DATE: 2/09/2026
 Human Resources Director