



Tucson Indian Center

Human Resources Department

97 E. Congress, Suite 101 * Tucson, Arizona * 85701

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Job Description

Job Title: Administrative Support Resource Clerk

Salary: Grade 24 Non-exempt (\$12.73 – \$22.53) DOE

Status: Probationary/Permanent, Full Time

Hrs./WK: 40

Department: Administration

Job Location: Tucson, Arizona

Nature of Work:

Incumbent will be responsible for providing backup for Administration Support Resources Coordinator; answering in-coming calls on a multiple line phone system. Provide information as requested for referral of services to callers and visitors, greet visitors, and directs them to appropriate staff. As needed provides administrative support clerical functions to the Administration/H.R. Department. Assesses callers concerns and complaints and routes them to the appropriate staff. Additionally, provides the coordination of safety/monitoring of after hour program activities. Also ensures client/participant access to Center/ Lobby at the start and end of all after hour activities.

Essential Functions:

1. Receives visitors and patients at front office lobby desk and determines the nature of their needs through diplomatic and discrete interview techniques: routes to appropriate staff
2. Answers all incoming telephone calls promptly and courteously, or takes accurate messages
3. Prepares and assembles all outgoing mail
4. Enters data into database systems for Admin programs
4. Performs routine office functions such as; faxing, photocopying, filing, sorting, etc
5. Assists and provides clerical support to administration/operation staff.
6. Refers visitors to appropriate party within the Center and makes direct referrals to community resources for basic social services needs, i.e., Information & Referral agency, Indian Health Service, soup kitchens, and to other agencies for services other than those offered at the Tucson Indian Center
7. Assist in Keeping community announcement bulletin board, magazine racks and community resources brochure racks updated

8. Files correspondence, records, or other materials according to established systems
9. Maintains office equipment in the front office area
10. Determines customer's eligibility for emergency food boxes, diapers, and seasonal gift boxes; completes application forms for those who are eligible
11. Responsible in maintaining waiting room in a neat clean manor
12. Guards entrance during arrival and departure of clients/participants at after hour events
13. Responsible for providing daily shift log for submission to supervisor
14. Reports to supervisor and police authorities any unusual or suspicious condition detected
15. Performs other related duties as assigned

Required Knowledge, Skill and Ability:

- Ability to relate well with the public by exhibiting patience, courtesy, tact, and resourcefulness, especially in dealing with customers in difficult situations
- Knowledge of proper telephone etiquette
- Ability to demonstrate knowlede of word processing and data entry procedures
- Standard office practices and procedures
- Type a minimum of 25 to 30 words per minute
- Work well with people of varied socioeconomic backgrounds
- Follow oral and written instructions
- Ability to work shift schedule

Required Experience and Training:

- Associates degree, High school diploma or GED with three years clerical support work or a combination of three years job related work experiecne and six months to a year experience as a Safety Monitor, Security Guard or a combination of experience which will demonstrate ability to perform required job duties
- Possess awareness of native cultures, traditions, and sensitivity to the issues in the Native American community.

Additional Requirement:

- Must pass Arizona DPS Fingerprint Clearance (Class I & II)
- Must pass and submit to periodic/random drug testing

Working Conditions:

- Ability to sit for long periods of time in an office environment with low to moderate noise.
- Ability to sit in front of a computer for 6-8 hours a day.
- Ability to travel to various locations, including out of state.

Supervisory Status:

Non-supervisory
-Reports to Operations Director

Reviewed and Approved By:

_____	_____
Department Director	Date
_____	_____
Human Resources Representative	Date
_____	_____
Executive Directors	Date

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.

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