



## **Tucson Indian Center**

Operation Department

160 N. Stone Avenue \* Tucson, Arizona \* 85701

PH: 520.884-7131

FAX: 520.884-0240

### **Job Description**

**Job Title:** Operation Department Administration Assistant

**Salary:** Grade 22 Non-exempt (\$10.58 - \$17.66) DOE

**Status:** Probationary/Permanent, Full Time

**Hrs./WK:** 40

**Department:** Administration

**Job Location:** Tucson, Arizona

#### **Nature of Work:**

**Front Office:** Greets, screens and routes visitors; answers and directs telephone calls; provides community resource referrals; lobby coverage and oversight during after hour activities; oversees mail system; and other duties as assigned. 50% of job duties and responsibilities. **Back Office:** conducts periodic building compliance and safety inspections and takes corrective action for resolution; reviews and maintains human resource files for accuracy, compliance and updates; client distribution, date entry and report submission for Food & Diaper Programs, Holiday Food Boxes, Toys for Toys; and maintains accurate logs and records for each program as well as other duties as assigned. 50% of job duties and responsibilities. Works under the direct supervision of the Operations Director.

***Embodies the Center's Core Values, Vision, and Mission statements.***

#### **Essential Functions:**

1. Receives visitors and clients at front office lobby and determines the nature of their needs through diplomatic and discrete interview techniques: routes to appropriate staff
2. Answers incoming calls promptly and courteously, and takes accurate messages when necessary
3. Prepares and assembles all outgoing mail, mail distribution and pickup at post office
4. Data entry into database Human Resource systems, updating and new information
4. Performs routine office functions such as; faxing, photocopying, filing, sorting
5. Assists and provides clerical support to Operations Director

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. Maintains community announcement bulletin boards, magazine racks and community resources brochure racks
8. Files records, and maintains all personnel files, contracts file, vendor file, and payment request/billings binders on a routine bases
9. Assit in maintaining office equipment for the Operations Department/Front Office
10. Work with establishing Food Pantry eligibility for emergency food boxes, Diapers Program, and seasonal gift boxes, Toys for Tots program; ensure accruate and complete application forms for those who are eligible and obtains necessary documents and maintains accruate program files.
11. Assits with maintaining main lobby in a neat clean manor
12. Guards entrance during arrival and departure of clients/participants at after hour events
13. Reports to supervisor and police authorities any unusual or suspicious activaties
14. 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 Microsoft Office 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
- Report generation
- Ability to work shift schedule

**Required Experience and Training:**

- High school diploma or GED with one year clerical support work or a combination of three years clerical support work experience 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 and traditions, and be sensitivity to these cultures

**Additional Requirement:**

- Must have and maintain a valid Arizona Driver license
- Must pass Arizona DPS Fingerprint Clearance (Class I & II)
- Must pass a criminal background check
- 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 responsibilities
- 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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