



## Regional Housing Authority

### Position Description

#### TRIBAL SERVICES PROGRAM ASSISTANT (Juneau)

##### **I. Summary:**

The Tribal Services Program Assistant (Program Assistant) works as a part of the Tribal Services & Outreach team and reports to the Tribal Services Director. The Program Assistant is responsible for a variety of assigned functions that require advance case management to include customer service, program application, and client eligibility processing. Responsibilities involve program client data reporting, program record keeping and archiving, procurement of department goods and services, and information systems operations, and community outreach.

##### **II. Authority:**

The Program Assistant reports to the Director of Tribal Services.

##### **III. Duties and Responsibilities:**

###### **Customer Service**

- Provide related customer service to THRHA clients and other THRHA departments.
- Responds to inquiries and provides customer support when necessary.

###### **Data Entry**

- Inputs a variety of data and information into applicable spreadsheets, databases, and/or other related sources.
- Tracks documents and utilizes a document tracking system.

###### **Tribal Services Outreach**

- Assist Tribal Service team distribute and collect program client application throughout service area.
- Learn Adobe InDesign to assist in creating flyers per direction of the Director of Tribal Services.
- Compile, track, organize, and maintain physical and electronic documents in accordance with NAHASDA/HUD regulations and internal THRHA policy and retention schedules.

###### **Tribal Service Record Retention**

- Responsibilities may include maintaining on-site and off-site records storage;
- Utilize document tracking system(s); tracking incomplete documents; ensuring the security of records; labeling, classifying, indexing, and inventorying records; retrieving records; and
- Prepares and maintains files and records in assigned area of responsibility; labels, classifies, and indexes records; inventories and organizes files and records.
- Responds to requests for information related to records, reports, and/or general information in assigned area of responsibility.

**Quality Assurance**

- Reviews and processes a variety of records, forms, documents, and/or other information in assigned area of responsibility, ensuring completeness and accuracy of information.

**Other Duties as Assigned**

- Performs other duties of a similar nature or level.
- Process credit card reports monthly for Tribal Services staff. Receive, review and code invoices prior to submitting through Wells Fargo purchasing card and/or to the finance department.
- Type or produce reports or correspondence utilizing word processing, spreadsheet, and other business software.
- Monitor and maintain office supplies and materials.
- Maintain Tribal Services Department inventory list, working with the Property Control Specialist to document and tag appropriate inventory.

**IV. Required Knowledge, Abilities and Skills:**

- Effective written and oral communication skills to avoid or optimize workflow or customer service.
- Strong professional interpersonal skills to problem-solve and coordinate assigned projects.
- Considerable knowledge of correct business practices, correspondence, and typing formats, including English grammar, composition, spelling and punctuation
- Familiarity with NAHASDA/HUD regulations, federal and state grant fiscal regulations, and THRHA policy
- Strong analytical skills to review program data or client/program information to ensure completeness or to identify discrepancies.
- Working knowledge of filing and record keeping systems.
- Strong attention to detail and data-accuracy.
- Ability to perform complex data entry tasks.
- Strong proficiency with information systems, database software, and MS Office Suite software
- Familiarity and respect for SE AK Tribal culture and values.
- **Physical Requirements of the Position:** *The physical demands described are representative of those that must be met to successfully perform the essential functions of this job.* Mobility and ability to sit for long periods of time, keyboard, bend, reach and lift up to 40 lbs.

**V. Minimum Qualifications:**

- High school diploma or equivalent and an associate's degree in business or related field may substitute for experience such as 2 years of experience (paid or volunteer) performing duties related to office or clerical support.
- Valid Alaska driver's license

**VI. Grade Level:**

Grade 7

Non-exempt

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by:

Supervisor/Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

(Created December 2021)