



## **JOB DESCRIPTION**

**\*\*\*SENSITIVE\*\*\***

**Job Title:** Administrative Support Services Assistant  
**Dept./Division:** Education Division  
**Unit:** NACTEP  
**Job Family/Class:** Administrative Support Services Series  
**Supervised By:** NACTEP Program Director  
**Employee Type:** Hourly  
**Pay Grade:** 8

### **NATURE OF WORK:**

The Administrative Support Services Assistant performs basic clerical functions, basic computer processes and first-line customer service. Responsibilities include filing, faxing, copying, directing telephone calls and assisting walk-in customers, basic mail log entry and distributing mail.

### **ESSENTIAL FUNCTIONS:**

- Perform general reception duties, which may include: answer phones on a multi-line system, direct inquiries to appropriate staff, greet visitors, and provide department information.
- Prepare and copy a variety of correspondence, e-mails, letters, memos and faxes.
- File documents alphabetically, numerically or by other prescribed methods.
- Receive and distribute incoming and outgoing mail.
- Receive and log payments, applications and fees; enter data and maintain corresponding files.
- Perform spot checks of inventory and assist supervisor with supply orders.
- May prepare documents to assist with maintenance requests, purchase requests, employee travel and reimbursement, and employee training.
- Perform other duties of a similar nature or level as requested by supervisor or director.

### **ESSENTIAL KNOWLEDGE AND SKILLS:**

#### **Knowledge of:**

- Clerical and office support practices;
- Assigned department operations and functions;
- Customer service principles;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

#### **Skills in & Ability to:**

- Maintain files and records;
- Follow oral and written instructions, policies, and procedures;
- Operate a variety of office equipment, including a computer and related software applications;
- Good communication and interpersonal skills as applied to interaction with co-workers, supervisor, management, Council members and the general public. Ability to sufficiently exchange or convey information and receive verbal and written work instructions.

**TRAINING AND EXPERIENCE:**

High School Diploma or G.E.D. and six (6) months of work experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING REQUIREMENTS:**

- A valid Arizona Driver’s License is preferred but not required.

**BACKGROUND CHECK:**

- Must have a current Level 1 Arizona Clearance Card or be able to obtain the Level 1 Arizona Clearance Card within ninety (90) days of hire. Failure to maintain a current Level 1 Clearance Card will result in removal from this position.
- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test; fingerprinting requirement determined by funding and sensitivity of position.

*Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).*

**TRIBAL VEHICLE USE POLICY NOTICE:**

This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage.

**PHYSICAL REQUIREMENTS:**

Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

*This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities or restrict management’s right to assign or reassign, direct the work of employees under their supervision. Essential functions may vary based on the specific tasks assigned to the position.*

Review and Approved by:

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Department Head and/or Designee

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Date

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H.R. Manager/Classification & Compensation

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Date

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Human Resources Director

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Date