



Cow Creek Government Office

Position Description

Position Title: Programs Assistant

Department: Administration

Reports To: Social Services Director

FLSA Designation: Non-Exempt

POSITION PURPOSE:

Position is responsible for, supporting the Government Operations Social Services Program and assistance with Reception areas.

ESSENTIAL FUNCTIONS:

- Assemble mailings which include the monthly newsletter, flyers, letters, etc.
- Checks voicemail and returns calls for Programs as needed.
- Schedule travel and lodging reservations.
- Advertising program events which include making flyers and mailings.
- Relieve front desk receptionist while on breaks, lunches and vacations.
- Organize activities.
- Assist in creating of program material and advertisements.
- Perform general office duties to support the Programs which include stuffing envelopes, generating labels, funding requests, assist with reports, filing and copying, funding requests, etc.
- Responsible for the Tribal Roll and maintaining up-to-date and accurate records.
- Participate in special projects as needed.
- Assistance with all Social Service Programs as needed.
- Assist with Food Bank responsibilities, Firewood program and other programmatic duties.

Front Desk Reception

- Answer multi-line telephone system and direct all incoming phone calls to the appropriate staff. Take complete and accurate messages, Covers front desk for Receptionist when needed.
- Provides professional customer service by greeting visitors in a polite, prompt, helpful manner and provides any necessary instruction or direction.
- Log and distribute incoming mail, phone logs, utilizing established timelines and accuracy.

QUALIFICATIONS:

- High School Diploma or GED.
- 1-3 years office experience.
- Must demonstrate proven effective interpersonal communication skills.
- Working knowledge of office procedures, office equipment, word processing/computer experience and knowledge of government program rules/regulations.