THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DHR15113405** DATE POSTED: 03/09/17
POSITION NO: 240428 CLOSING DATE: 03/22/17
POSITION TITLE: Case Assistant
DEPARTMENT NAME / WORKSITE: DHR - Department of Child Support Enforcement - Tuba City, Arizona
WORK DAYS: Monday - Friday
WORK HOURS: 8 AM - 5 PM
REGULAR FULL TIME: ☑
PART TIME: ☐ NO. OF HRS./WK.:
SEASONAL: ☐
TEMPORARY: ☐ DURATION :
GRADE/STEP: AB56A
$ 20,300.00 PER ANNUM
$ 9.76 PER HOUR

DUTIES AND RESPONSIBILITIES:
Input all Child Support applications and relevant cases information into the Automated Child Support (IV-D) System; acquire case number through the Automated Child Support (IV-D) System; determine if duplicate cases exist; update all relevant case information on the Automated Child Support (IV-D) System and input relevant case information and statistics in the in-house database on daily basis; Maintain confidentiality in accordance with NNDCSS Policy and relevant Federal Regulations; Greet clients, provide them with NNDCSS application and information; assist clients in completing application for services; review case file to determine actions required; mail request for information as needed; mail notices to clients; Set up appointment with clients; mail postal verification and/or employment verification in accordance with NNDCSS Policy; complete NNPSR referral form; Fax completed referral forms to NNPSR office within two (2) days according in MOU; required to meet set monthly quotas, submit monthly reports; Required to assist co-workers in meeting required deadline, goals and objectives; Maintain communication with CSEO and supervisors; attend meetings, participate in trainings; Log outgoing and incoming documents including mail, case information received; correspondences. Answers telephone calls; takes telephone messages; forwards calls and refer documents to appropriate staff; ensure IRS Safeguarding; file management by setting up cases; pulling physical file folders for appropriate staff. Perform other duties as assigned.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)
Minimum Qualifications:

- High school diploma or GED; two (2) years of clerical experience including customer service; or an equivalent combination of education and experience.

Special Requirements:

- Possess a valid state driver's license.
- A favorable backround investigation.

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:
Knowledge of: Basic case management skills, interviewing techniques and recordkeeping; Navajo Nation Law; public relations/customer service principles; Federal, State and Navajo Nation Regulations, policies and procedures. **Skills in:** understanding and following oral/written, instruction/directions; utilized computer databases to research, maintain and update records and files; establishing/cooperative working relationship with resources in the course of work at all times maintain professionalism. **Abilities:** Able to understand and communicate in the Navajo Language.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.