

**DUTIES AND RESPONSIBILITIES:**

Receive incoming work orders from NHS centers, log in work orders in a tracking log, give the work order a tracking number, then distribute the work order to the appropriate Maintenance Technician (MT) for immediate repairs. If MT is busy, ask the MT to prioritize the work order according health and safety compliance with OEH standards, or OHS performance standards. When MT completes work order, the completed work order form is logged in as completed, and the work order tracking number is closed. If the work order involves OEH compliance corrective action plans (CAP), a copy of the completed CAP is submitted to the regional OEH sanitation officer. Answer and screen incoming calls and provide immediate customer service, or route calls to appropriate regional staff, who in turn provide customer service in their content areas, i.e., provide information enrollment requirement information to families interested in enrolling a child/ren. Provide customer service to walk-in clients and direct these clients to appropriate content area, or business contacts who have appointments with NHS employees. Receive incoming OEH surveys (forms indicating OEH health and safety standards compliance issues), log in the OEH report, then e-mail copies of the report to the Admin Regional Manager (ARM), the Facility and Safety Officer (FSO), the appropriate MT, and the School Readiness Coach (SRC) who oversees the affected Center. When CAP is completed by the MT’s, a copy is attached to the OEH Survey and route to the OEH office, after being logged out. Every two weeks, time sheets are prepared for the regional staff in coordination with the Administrative Regional Manager (A.R.M.) The SRCs submit Center staff time sheets to the ARM, and the OS checks time sheets for accuracy, attaching all leave slips, then gives time sheets to Administrative Regional Manager (A.R.M.) to complete. Once completed, the OS takes the regional time sheets to NHS Central Administration for signature and submittal by the ASO. Assist with FLEET coordination – Maintain a list of staff that have assigned vehicles, and “stand by” vehicles through a log out sheet. Submit in the Monthly Mileage Report to the Student Transportation Supervisor each month. Assist with Property Management - Develop a supply request form, obtain supplies from property storage area, distribute supplies to the Head Start Centers. Also, ensure that all HS Centers have the required supply request form, log in the requests for inventory purposes, and supply usage trends. Coordinate meetings between the regional office and chapter officials, community members, other region staff, OEH, EPA, CCDF, NTUA, Center staff, bus drivers, NN Fleet department, and vendors, i.e., Ferrel Gas company, Emie’s Fire Extinguishers for updates, coordination of services, and to ensure compliance with OEH and NHS performance standards. Assist Administrative Regional Manager with other duties as assigned.

**QUALIFICATION REQUIREMENTS:** *(Education, Experience and Training)*

- A high school diploma/GED; supplemented by twenty-four (24) college credit hours in Business or closely related field; and one (1) year of general office or related experience; or an equivalent combination of education and experience.

**Special Requirements:**

- Prior to Employment, must obtain:
  - A favorable background investigation
  - First Aid & Cardiopulmonary Resuscitation (CPR) Certificates
  - Physical Examination and Tuberculosis (TB) Skin Test
  - Possess a valid state driver’s license

*(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: Head Start Performance Standards, Navajo Nation, federal, state and local laws relative to position responsibilities; NN health and safety laws, policies and procedures regarding day care centers/pre-schools, and NN risk management policies/procedures, time and attendance, NN Travel policies, NN Procurement Code, NN Operator's Handbook, NHS Collective Bargaining Agreement. Must possess ability to apply problem solving strategies; Must possess the ability to work independently, set priorities, plan, organize and implement activities; address the public and professional groups. Must possess the ability to compile reports accurately and attention to detail, while following verbal and written instructions. must communicate effectively orally and in writing. Must apply judgement in the release of confidential information while maintaining filing and records systems.

**Incumbent must abide by program standards of conduct.**

**SENSITIVE POSITION**

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

Revised: 02/26/2014