

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DHR15115537
 POSITION NO: 943524
 POSITION TITLE: _____

DATE POSTED: 05/31/18
 CLOSING DATE: 06/14/18

DEPARTMENT NAME / WORKSITE: DHR - Department of Child Support Services - Chinle, Arizona
 WORK DAYS: Monday-Friday REGULAR FULL TIME: GRADE/STEP: AI56A
 WORK HOURS: 8 AM - 5 PM PART TIME: NO. OF HRS./WK.: _____ \$ 20,800.00 PER ANNUM
 SENSITIVE SEASONAL: DURATION : _____ \$ 10.00 PER HOUR
 NON-SENSITIVE TEMPORARY: _____

DUTIES AND RESPONSIBILITIES:

Greet all visitors, determines their needs and refers to appropriate staff member or tribal/non-tribal programs; Answer incoming calls, when staff are unavailable and take messages and forward to appropriate staff members. Responsible for typing labels for folders and make folders for client files. Upon receiving an application, a case folder shall be established. Acquire case number through the Automated State Child Support (IV-D) System; Work from an assortment of typed, printed, electronic, and handwritten sources; reduces data to numeric or alphabetic codes according to established procedures, check accuracy of completed work; Log Orders in and out, tracks NPA, sends good services to Office of Hearings & Appeals, keep informed on the different codes for various assignments; Case types are coded by NNPSR or Non-NNPSR. Coordinate with NNPSR on completed referral forms. Maintain required confidentiality in accordance with NNDCSE Policy and relevant Federal Regulations. Ensure IRS Safeguarding; Ensure that all correspondences are in an orderly fashion and insert folder dividers when necessary. Responsible for ensuring that all incoming documents are filed in correct files and records are updated. Sorts and files incoming correspondences in client folders, or refers file to appropriate staff. May be required to assist subordinates in meeting assigned deadlines. Maintain records of work received and completed; Prepares Travel Authorizations, Purchase Requisitions, ICRs, RDPs, inventory, Pitney Bow, Postage and timesheet. May order, request for price quotations for office and operating supplies, responsibility includes obtaining and maintaining invoices for purchase orders for the agency office, work with NNDCSS Administration Accountant. Communicates with Dept. of Hi-Way Safety for Identification and permits, and Dept. of Information Technology on System Malfunction. Make mail run daily using POV, Performs other duties as assigned

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- High school diploma/GED; and one (1) year of general office, customer service or related experience; or an equivalent combination of education and experience.

Special Requirements:

- Possess a valid state driver's license.
- A favorable background 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. Able to learn the Financial Management Information System with Navajo Nation Office of Control, and must be computer literate and proficient with Microsoft programs.

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