

**THE NAVAJO NATION**  
**Department of Personnel Management**  
**JOB VACANCY ANNOUNCEMENT**

REQUISITION NO:	<u>DSS05615695</u>	DATE POSTED:	<u>06/25/18</u>
POSITION NO:	<u>244203</u>	CLOSING DATE:	<u>07/16/18</u>
POSITION TITLE:	<u>Programs and Project Specialist (2 Positions)</u>		
DEPARTMENT NAME / WORKSITE:	<u>Division of Social Services Executive Administration / Window Rock, AZ</u>		
WORK DAYS:	<u>Mon - Fri</u>	REGULAR FULL TIME:	<input checked="" type="checkbox"/> GRADE/STEP: <u>AI63</u>
WORK HOURS:	<u>8am - 5pm</u>	PART TIME:	<input type="checkbox"/> NO. OF HRS./WK.: _____ \$ <u>37,627.20</u> PER ANNUM
SENSITIVE	<input checked="" type="checkbox"/>	SEASONAL:	<input type="checkbox"/> DURATION : _____ \$ <u>18.09</u> PER HOUR
NON-SENSITIVE	<input type="checkbox"/>	TEMPORARY:	<input type="checkbox"/>

**DUTIES AND RESPONSIBILITIES:**

Under the direct supervision of the Program Manager I the Program and Project Specialist will monitor and update the Program Manager I on constituent issues. The Program and Project Specialist acts as a liaison to consumer and answers various challenges services issues and concerns by written and verbal communication. Responds to consumers issues and concerns in face-to-face meeting, correspondence, and telephone; screens and refers cases when appropriate to other agency. Assesses and review consumer issues and concerns for immediate action and make a recommendation to the internal and external department and programs for services. Collaborate with respective Department/Program Managers and Supervisors, Co-Workers and appropriate emergency services to address the needs of clients. Accepted consumer criticism; maintained a calm demeanor while offering services recommendation to stressed and testy callers and consumers. Analyzed and evaluated alternative solutions to determine most suitable approach to a problem. Documents and obtain consumer information pertinent to consumer issues, collects and compile statistical information for reports. Collect, compile and submit weekly, quarterly and annual reports; Prepare memos and letter; Review and analyze consumers documents brought before the Division; determine resources maintain files and records. Attends a variety of division and department/program meetings; schedule and coordinates community resources meeting. Develop and maintain relationship with Navajo Nation officials, and other resources providers, serves as liaison to Division, maintains communication with private and public sector, respond to inquires from the Divisions Departments/Programs and general public; Assist with and coordinate, organize and schedule of meetings, conference, work session. Assist with and prepare agendas, meeting materials and handouts; and performs special assignments as required. Performs other duties as assigned.

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

**Minimum Qualifications:**

- A Bachelor's degree in Social Work, Human Services, Public or Business Administration or in a closely related field; 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:**

Skill in communicating orally and in writing Ability to write report  
Communication skill in Navajo and English  
Skill in operating a personal computer utilizing a variety of software applications  
Skill in establishing and maintaining an effective and cooperative working relationship with others  
Ability to maintain confidentiality in regard to consumer information  
Skill in operating business/personal computer and other office equipment  
Skill in conducting resources and services research  
Knowledge of applicable Navajo Nation, state and federal statutes, rules, administrative order, policies and procedures as related to Division of Social Services.  
Knowledge of Navajo Nation resources and services

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