THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	**DGS0259526**	DATE POSTED:	**11/17/14**
POSITION NO:	**237129**	CLOSING DATE:	**12/02/14**
POSITION TITLE:	**Office Assistant**		
DEPARTMENT NAME / WORKSITE:	**DGS/Risk Management Program/Window Rock, AZ**		

WORK DAYS:	Mon-Fri	REGULAR FULL TIME:	☑		GRADE/STEP:	AB56A
WORK HOURS:	8am-5pm	PART TIME:	☐	NO. OF HRS./WK.:	$ 20,300.80	PER ANNUM
		SEASONAL:	☐	DURATION :	$ 9.76	PER HOUR
		TEMPORARY:	☐			

DUTIES AND RESPONSIBILITIES:

Under general supervision, performs a variety of clerical duties related to Property and Casualty insurance. Receives, inputs, and sets up new claim files for claims received. Issues acknowledgement letters to claimants and makes claim assignments to appropriate claims personnel throughout the life of a claim, provides clerical assistance to Claims personnel for management of the claim. Inputs claim payments issued and notepad entries into claims information management system. Other duties and responsibilities include sorting and filing various documents, telephonically in a professional and courteous manner and assists them in obtaining the information they are requesting or forwarding them to the appropriate party; Provides general information related to Program services, coverage, and claim information; Maintains supply inventory, orders, and replenishes inventory, distributes essential equipment and office supplies related to Program functions; Operates telephones, duplicating machines, scanners, transcribers, computers/laptops and typewriter; Receives and processes requests for insurance cards; Receivers, logs, and distributes all incoming mail.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- High School diploma or GED; and one (1) year of general office, customer service or related experience.

Preferred Qualifications:

- Proficient in Microsoft Office software or other computer applications.
- College courses in Business or related field.

Special Requirements:

- 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 in insurance laws, policies and regulations. Ability to deal with different types of behaviors/attitudes of people. Considerable knowledge of office practices and procedures. Ability to do difficult clerical work involving independent judgment. FMIS certification is a plus. Incumbents must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

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