

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DHR15110075

DATE POSTED: 05/11/15

POSITION NO: 240429

CLOSING DATE: 05/22/15

POSITION TITLE: Case Assistant

DEPARTMENT NAME / WORKSITE: DHR - Child Support Enforcement Office - Shiprock, NM

WORK DAYS: Monday - Friday REGULAR FULL TIME: GRADE/STEP: AB56A

WORK HOURS: 8 AM - 5 PM PART TIME: NO. OF HRS./WK.: _____ \$ 20,300.80 PER ANNUM

SEASONAL: DURATION : _____ \$ 9.76 PER HOUR

TEMPORARY:

DUTIES AND RESPONSIBILITIES:

Input all Child Support applications and relevant cases information into the Automated State Child Support (IV-D) System; acquire case number through the Automated State Child Support (IV-D) System; determine if duplicated cases exist; update all relevant case information on the Automated State Child Support (IV-D) System and input relevant case information and statistics in the in-house database on daily basis; maintain required confidentiality in accordance with NNDCSE Policy and relevant Federal Regulations; greet clients and provide them with NNDCSE 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; sets up appointment with clients; mail postal verification and/or employment verification in accordance with NNDCSE Policy; complete referral form; fax completed referral forms to NNPSR office within two (2) days according to MOU; required to meet set monthly quotas, submit monthly statistical reports; required to assist co-workers in meeting, required deadlines, goals and objectives; maintains communication with CSEO and supervisors; attend meetings, participate in trainings and other duties as assigned; log outgoing and incoming documents including mail, case information received; correspondences. Answers telephone calls; takes telephone messages; forwards calls to appropriate staff; refer documents; ensure IRS Safeguarding; file managements by setting up cases; pulling and filing cases; pulling physical file folders for appropriate staff.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A high school diploma or GED; and two (2) years of clerical work experience including customer services.

Preferred Qualifications:

- Proficient in Microsoft Office software or other computer applications.
- College courses in Business Administration, Behavioral Science, Counseling 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 of: basic case management skills; office practices and principles; 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 relationships with resources in the course of work at all times maintain professionalism. **Abilities:** able to understand and communicate in the Navajo Language.

<<A favorable background investigation is required>>

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