



Ho-Chunk Nation

Job Description



TITLE: RECORDS CLERK II-HOUSING		JOB CODE: RECH
GOVERNMENT - EMPLOYEE	EEO: 7	PAY GRADE: 7
NO FLEX	NON-EXEMPT	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

Responsible for general office equipment usage (ex. Multi-line phone system, fax, computer) and must be able to work well with the public and have excellent written and verbal communication skills which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Receive calls and determine nature of business, direct caller to destination; maintain phone log (record name of caller, time of call), throughout the day on a daily basis.
2. Take and retrieve mail from post office and roadside mailbox by 10:00 am on a daily basis; sort mail, maintain log (date received, sender, and recipient) and disperse by 12:00 pm on a daily basis.
3. Take interoffice mail outside to mailbox for currier by 4:30 on a daily basis; retrieve interoffice mail at 8:00 am on a daily basis.
4. Compile and maintain records and office activities of establishment; perform variety of clerical duties and utilize knowledge of procedures, on a daily basis.
5. Provide assistance to Ho-Chunk members relating to services provided on a daily basis.
6. Update telephone directories on a quarterly basis.
7. Maintain courtesy with general public, on a daily basis.
8. Perform all other lawful duties as assigned and relevant to this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with officials and executives, interfaces with regulatory authorities, interfaces with outside customers, interfaces with outside
Freedom to Act	Operates with significant independence, subject to general input from supervisor, subject to regular review by supervisor.



MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or equivalent.

ESSENTIAL:

1. Valid driver's license, dependable transportation, and proper insurance.

EXPERIENCE:

1. Minimum of two (2) years' experience in an office setting.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must possess basic office management skills and knowledge of appropriate telephone procedures and etiquette.
2. Ability to comprehend all material relating to the position assigned.
3. Knowledge of all Housing Department Programs available to Tribal Members.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. Maintain confidentiality and security of Department of Housing according to the Privacy Act.
3. Maintain professional demeanor under all circumstances.
4. Punctuality, willingness and ability to perform assigned tasks as instructed.
5. Correspond with the general public, Ho-Chunk Nation departments, other Ho-Chunk employees, and tribal members with tact, courtesy, respect, objectivity, and maturity.

WORKING CONDITIONS

1. Work in office setting.
2. Occasional travel required.
3. Must be able to lift 35-60 pounds.
4. See physical demands worksheet.