



Ho-Chunk Nation

Job Description



TITLE: INTAKE WORKER / INFORMATION ANALYST		JOB CODE: INTW
GOVERNMENT EMPLOYEE		EEO: 6
Non-Exempt No Flex		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

Intake worker is the main contact person for all incoming requests as well as for the staff. Intake worker receives all incoming phone calls, faxes, and all documents/supporting documents received for the different programs.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Perform receptionist duties for the department – daily.
2. Answer and screen all incoming calls to front desk; return any missed calls – daily.
3. Greets all visitors and encourages them to sign-in – daily.
4. Assists applicants with filling out proper forms and obtaining required documents to enroll in departmental programs – daily.
5. Assist in the updating and placement of files, as necessary – daily.
6. Maintain an incoming and outgoing mail and fax log for the department – daily.
7. Maintain the requirements of the Privacy Act and respect the confidentiality of all clientele – daily.
8. Maintain an accurate and complete filing system regarding vouchers, processes checks and program contract allocations – daily.
9. Assist in typing of letters, reports and other material in relation to various programs, wherever needed – monthly.
10. Maintain current information regarding federal regulations and codes payment request vouchers according to appropriate chart of accounts – monthly.
11. Handles the purchasing of office supplies and material – monthly.
12. Perform other general office duties as assigned by supervisor – monthly.
13. Keeping paper, toners stocked, vacuum and clean around department daily or advised by supervisor.
14. Other duties as assigned within the scope of this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Provides guidance to incoming calls and visitors to the Department.
Supervisory Accountability	Manages the daily professional operations of the Department front desk and incoming/outgoing communication and correspondence.
Organizational Accountability	Manages sub-unit of department
Financial Accountability	None
Customer Accountability	Interfaces with inside/outside customers and other officials.
Freedom to Act	Subject to general input from supervisor



MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or equivalent.

ESSENTIAL:

1. Maintains strict confidentiality.

EXPERIENCE:

1. Two (2) years responsible work experience in an office setting.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must be computer literate and possess ability to accurately type memos, correspondence etc.
2. Must possess basic office management skills and knowledge or appropriate telephone procedures and etiquette.
3. Ability to comprehend all material relating to the position assigned.
4. Must have initiative and good judgement and ability to work under minimal supervision.
5. Ability to do filing of pertinent information.
6. Customer service skills.
7. Organizational skills are preferred.
8. Team work mind set.

WORK PLACE RESPONSIBILITY

1. Maintains a safe, healthy and professional work place environment.
2. Maintains a neat and clean work environment.
3. Promotes positive employee relations.

WORKING CONDITIONS

1. Office setting.
2. Any physical demands of the position should be listed or the Physical Demands Worksheet referenced.