RED CLIFF BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

JOB DESCRIPTION

POSITION: Child Support Program Assistant

LOCATION: Makwa House – Red Cliff Child Support Services Agency

SALARY: $16.00 to $18.00 per hour

THIS IS A REGULAR FULL-TIME NON-EXEMPT POSITION

SUPERVISOR: Child Support Program Director

JOB SUMMARY:
This position performs a variety of administrative and staff support duties for the Red Cliff Child Support Services Agency (RCCSSA) requiring skills and knowledge in the areas of inventory management, general and specialized office equipment usage, specialized recordkeeping, database management, and coordinated services.

DUTIES AND RESPONSIBILITIES:

1. Accept and process child support applications, referrals and document actions taken utilizing the State of Wisconsin KIDS system.
2. Initiate new establishment cases by creating files, sending and reviewing applications, sending financial disclosures, and gathering demographic information on all parties.
3. Maintain filing system for child support cases as well as maintain records of program activities.
4. Greeting visitors/clients, collect information, determine service need, and direct them to the appropriate agency staff.
5. Provide basic child support program information to clients, the general public and employers.

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6. Answer telephone calls, determine case number or service need, and transfer to appropriate agency staff.
7. Maintain visitor, mail, and phone call tracking system.
8. Process in-coming and outgoing agency mail, date stamping, entering in relevant computer system, and routing to appropriate staff.
9. Receive, process, and coordinate incoming court documents, including scanning/filing and obtain service of process.
10. Perform general clerical duties including, but not limited to typing, data entry, copying, filing, scanning, and faxing documents.
11. Schedule appointments and maintain agency calendar.
12. Responsible for office inventory and ordering. Prepare requisitions in compliance with procurement policies.
13. Make all travel arrangements for staff to attend meetings & conferences.
14. Provide and/or develop brochures and informational materials and maintain sufficient copies of applications/forms for services.
15. Perform buccal swabs for genetic testing when assigned for paternity establishment.
16. Assist the Child Support Director, Child Support Attorney, and other staff as needed.
18. Maintain strict department security, confidentiality, and quality to meet professional standards of the department. Must sign a confidentiality agreement and attend confidentiality training.
19. Must be willing to occasionally work evening or weekends to meet the need of clients accessing services or attend community events.
20. Regular attendance and punctuality required.
21. Must be able to travel out of town for as long as a week at a time for training.
22. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

**SUPERVISORY AUTHORITY:** None

**KNOWLEDGE:** Candidate must be knowledgeable or have the ability to acquire the knowledge:

1. Of the Red Cliff Tribe, Tribal history, and its families.
2. Federal, State and Tribal laws regulating of child support services.
3. Of human growth and behavior, human relationships, current social and economic problems of Native Americans.
4. Advanced knowledge of modern office practices and of Microsoft Office software is required.

**QUALIFICATIONS:**

1. *Preferred:* Associate degree in Human Services or related field with one year computer

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or office support experience OR two years related work experience in Human Services, Corrections, Child Support, Law Enforcement, Legal/Paralegal may be considered.

2. Must be dependable and conscientious; possess initiative, self-motivated and capable of working independently.

3. Excellent organizational skills are required. Must have the ability to prioritize work and work independently on numerous concurrent tasks, meet strict deadlines and successfully cope with challenging situations and conditions.

4. Must be a Wisconsin Notary Public or able to obtain within three (3) months of hire and maintain during employment.

5. A valid driver’s license, reliable transportation, and insurance. Must obtain a Wisconsin’s driver’s license within thirty (30) days of employment if applicant has an out-of-state driver’s license. Must be authorized as eligible to operate a personal and Tribal vehicle under the Red Cliff Tribe’s Vehicle Drivers Policy prior to actual start date. Must maintain driver’s eligibility as a condition of employment.

6. Native American preference will be applied in the event of equally qualified applicants.

7. Must be bondable.

PERSONAL CONTACTS: Regular contacts include community members, program clients, tribal program staff, employers, and other child support representatives from county or tribal agencies.

PHYSICAL REQUIREMENTS: The physical requirements associated with this position include sitting or standing for long periods of time as well as bending, stooping, lifting, overhead lifting, and carrying items which are typically less than 50 pounds. Because of security standards, staff will be required to vacuum, Swiffer, remove refuse, and work with other staff to keep their offices and secure areas of the building clean.

WORK ENVIRONMENT: Primarily in an office setting. All Tribal buildings are non-smoking.

TRAVEL REQUIREMENTS: The Child Support Program Assistant position will occasionally be required to attend trainings and/or meetings locally, regionally, and nationally.

BEHAVIOR AND ATTITUDE: The vision, goals and objectives of the Red Cliff Band of Lake Superior Chippewa requires that the employee performs in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any behavior or attitude that tarnishes the name or image of the Red Cliff Band of Lake Superior Chippewa will be subject to immediate disciplinary action up to and including termination.

Indian preference will be applied in the case of equally qualified applicants, but all qualified applicants will be considered.

This job description is subject to change at employer’s discretion, after consultation with

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APPLICATION SUBMITTAL REQUIREMENTS: The following items are required for this position:
1. Completed Tribal Application, to include work history and references; available on the Tribal website.
2. Tribal Background Investigation Disclosure; available on the Tribal website.
3. Consent to Release Liability and Reference Information Form; available on the Tribal website.
5. Resume.
6. Post-secondary transcripts or certifications; if applicable.

POSTING DATE: July 8, 2022
DEADLINE: Open Util Filled

FOR FURTHER INFORMATION CONTACT:
Red Cliff Band of Lake Superior Chippewa
Human Resources Department
88455 Pike Road
Bayfield, WI 54814
www.redcliff-nsn.gov
hr@redcliff-nsn.gov
(715)779-3700

The Red Cliff Tribal Council has a Drug Free Work Place Policy and adheres to the intent of the Drug Free Work Place Act. All new hires are subject to a drug test prior to starting.

All applicants for employment with the Red Cliff Tribe will be subject to the background investigation and other requirements of RCCL Chapter 43, and are under a continuing obligation to supplement this application for employment with information concerning any convictions that occur after commencement of employment with the Tribe.