



Red Cliff Band of Lake Superior Chippewa Indians

88455 Pike Road

Bayfield, WI 54814

Phone: 715-779-3700 Fax: 715-779-3704

Email: redcliff@redcliff-nsn.gov

JOB DESCRIPTION

- POSITION:** Red Cliff Fish Company Business Assistant
- LOCATION:** Red Cliff Fish Company
- SALARY:** \$17.00-\$18.00/ hour, Plus Benefits
- SUPERVISOR(S):** Red Cliff Fish Company Business Manager, Red Cliff Fish Company Operations Manager, TNR Deputy Administrator

THIS IS A REGULAR FULL TIME, NON-EXEMPT POSITION

JOB SUMMARY: The Red Cliff Fish Company is a Tribally owned and operated company dedicated to providing the healthiest proteins. Our business model allows us to manage all parts of the supply chain from harvesting and fishing, to processing, shipping, and distribution, to provide customers with fresh, sustainable, high-quality products. The Business Assistant will be responsible for retail operations of the business and assisting with all aspects of business management, as well as fish processing.

DUTIES AND RESPONSIBILITIES:

1. Perform retail duties, including:
 - Customer service, order packaging, front end cleaning, etc.
 - Point of sales system operation, cash management, price adjustments, etc.
 - Inventory management:
 - Stock, track, and organize retail inventory. Order new inventory when needed.
 - Assess product effectiveness, develop additional products, coordinate with new and existing vendors.
 - Manage retail fish inventory: track expiration dates of fresh, frozen and smoked fish products. Dispose and restock fish products as needed.
 - Must be available to work weekends seasonally.
 - Strictly adhere to, and revise as needed, Standard Operating Procedures (SOPs) for all components of retail operations.

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2. Manage online web store:
 - Maintain separate web store inventory from retail inventory. Order new inventory when needed.
 - Add/remove products from website as appropriate.
 - Track, organize, assemble, and ship orders as they are placed.
3. Perform office duties:
 - Make bank deposits, reconcile deposits in QuickBooks, collect mail.
 - Help maintain organized company records including fishermen information, customer orders, customer invoices, company bills, etc.
 - Assist with compliance and record keeping for HACCP (Hazard Analysis and Critical Control Point) and all other permitting requirements.
 - Identify and explore new solutions and opportunities to push the business forward.
 - Assist in marketing activities:
 - Create and share content for social media, chamber newsletters, and tribal newsletters to engage with customers.
 - Help develop content for advertising, through platforms such as signage, newspaper ads, etc.
 - Conduct duties in lieu of Business Manager when needed:
 - Customer invoicing and shipment paperwork.
 - Fishermen payroll.
 - Correspond with fishermen, buyers, and shippers.
4. Assist in processing operations as needed:
 - Including, but not limited to, grading, weighing, filleting, deboning, skinning, smoking, pickling, packaging, and freezing fish.
 - Assist with loading and unloading bulk shipments when needed. Must be able to drive both company tractor and forklift to load and unload company shipments.
 - Assist in sanitation and groundskeeping of the facility. Will include daily cleanings, daily disinfection, snow plowing, snow shoveling, salting sidewalks, and more.
 - Utilize the company's refrigerated vehicles to transport company products when needed. This will include making occasional trips for company needs and requires both local and non-local travel.
5. Help improve operations with respect to best practices for productivity, food quality, worker safety, inventory levels and management of operating expenses.
6. Establish effective working relationships with external regulatory agencies and community businesses.
7. Represent Red Cliff Fish Company in the local community as an active, contributing member of the community.
8. 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:

1. Strong desire to learn and be taught business skills.

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2. Strong customer service skills and working knowledge of retail operations and point of sales system use.
3. Strong working knowledge of fish processing desirable.
4. Ability to learn about equipment in facility and company protocols.
5. Strong interpersonal and relationship building skills.
6. Ability to make decisions considering the implications to the entire business.
7. Possess excellent critical thinking, creative problem-solving and decision-making skills.
8. Knowledge of and sensitivity for Ojibwe culture and traditions.

QUALIFICATIONS:

1. Minimum of high school diploma, HSED or GED required with minimum two years in the food processing and/or retail environment or comparable experience.
2. Must have a valid driver's license or be willing and able to acquire license within 30 days of employment. Personal vehicle and appropriate vehicle coverage, preferred. Must maintain driver's eligibility as a condition of employment. Must be eligible to be put on the Tribe's vehicle insurance policy.

PERSONAL CONTACTS: Daily contact with TNR staff, Fish Company staff, vendors, fishermen, marketing partners, Tribal Administration, Division Administrator and Deputy Administrator, Program Directors, funding agencies, customers, technical assistance partners, etc.

PHYSICAL REQUIREMENTS: Frequently and regularly required using the wrists, hands and/or fingers. Must be able to stand on feet for long periods of time in cold temperatures. Be able to hear average or normal conversations and receive ordinary information in person. Average visual acuity necessary to prepare or inspect product or prepare machinery. Standing and walking 90% of the time. Exerts minimum of 100 lbs. of force regularly lifting, carrying and moving product in production areas.

WORK ENVIRONMENT: Will be mainly working in retail shop and on processing floor. There will be limited office work at computer. Will also be on the road transporting company products. Work setting must be maintained as a clean, nonsmoking, well-ventilated area in compliance with all applicable safety regulations. All tribal buildings are smoke free.

TRAVEL REQUIREMENTS: The ability to travel frequently is a must. Travel to attend meetings and trainings; overnight and out of town, both locally & nationally may be needed. Attendance at Tribal Council meetings may also be needed.

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.

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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.
4. Cover letter, optional.
5. Resume, required.
6. Post-secondary transcripts or certifications; if applicable.

POSTING DATE: April 5, 2022

DEADLINE: Open Until 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.

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