JOB DESCRIPTION

Client Services Representative

Department: Administration
Reports to: Administrative Supervisor
F.L.S.A. Classification: Non-Exempt
Range: 3/4

Position Summary: The Client Services Representative is the first point of contact for SPIPA’s clients, staff, vendors and visitors. The Client Services Representative is responsible for enthusiastically and actively demonstrating the Mission, Vision, and Core Values set by the SPIPA Board. This means providing and modeling exceptional customer service to the Tribes, families and communities that SPIPA serves. The Client Services Representative is expected to smile, greet, and acknowledge each person who enters the SPIPA reception area and take any actions that may be needed to assure that person’s needs are met. This includes both telephone and in person reception. The Client Services Representative provides extraordinary clerical support and undertakes assignments that support administrative and program staff to support client based positive services and outcomes. The Client Services Representative reports directly to the Administrative Supervisor. This full-time position is located at the SPIPA Intertribal Professional Center (IPC) on the Squaxin Island reservation near Shelton Washington.

Job Responsibilities:
While serving as role model of excellent and exemplary client service:
- Meet and greet clients, guests, staff, vendors, and other business people; responding to inquiries and routing customers and vendors to the right person.
- Cheerfully answer multi-line telephones. Route messages in a responsive, timely and accurate manner. Coordinate telephone coverage.
- Work cooperatively and collaboratively with staff and vendors to coordinate workshops/classes, maintain workshop/class schedule and sign-up sheets, and accurately track visitors as requested to ensure building and staff security.
- Receive guests of the IPC in a polite, friendly, and helpful manner that responds to inquiries regarding SPIPA procedures and services.
- Receive, sort, and transmit information and documents on behalf of the office and ensure they are distributed in a timely and accurate manner.
- Prepare, process, monitor, and track to conclusion documents such as reports, purchase requisitions, purchase orders or similar. Follow established policies and procedures.
- Move and set up furniture and equipment for meetings and other events.
- Perform occasional comprehensive custodial maintenance of IPC facility and grounds.
- Monitor inventory, replenish as needed general office supplies.
- Provide clerical and administrative support in a collaborative setting ensuring efficient, accurate, and timely completion of assigned duties.
- Assist in maintenance of office files database(s) within established procedures and processes.
- Manage incoming and outgoing mail, including routing, stamping, and logging incoming and outgoing mail, bulk mail and electronic mail.
- Operate office equipment such as computer, calculator, postage machine, copier, and fax.
- Maintain daily communication with staff members, including location of staff on a day-to-day basis. Assist in scheduling locations and amenities for staff meeting needs.
- Supports all SPIPA staff in planning and implementing client activities and events.
- Perform other duties as assigned.

The Client Services Representative, as an employee of the South Puget Intertribal Planning Agency, is expected to collaborate, engage, and work closely with all SPIPA programs to fully support the agency’s Vision, Mission, and Core Values in accordance with all agency directives.

**Minimum Qualifications:**
- High school diploma or a GED.
- One year demonstrated work experience in office clerical and administrative support.
- Demonstrate excellent communications skills including composing/editing of written correspondence as well as active listening skills.
- Willingness to learn and adhere to SPIPA core values when carrying out all SPIPA work.
- Proven record of maintaining confidentiality.
- Prior experience working or living in a Native American Community preferred.
- Work collaboratively with all SPIPA employees to actively promote a team environment.
- Valid Washington State Driver’s License and private automobile insurance.
- Must have reliable transportation and be able to report to work on time and attend work from 8:00 a.m. to 4:00 p.m. with minimal absences.
- Candidates must pass a background investigation, including relevant criminal history, and drug screen.

**Essential Functions/Physical Abilities:** Bending at the waist; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; hearing and speaking to exchange information; seeing to read reports and data; lifting and moving medium to large objects weighing up to 50 pounds; occasional travel to other SPIPA or Intertribal locations.
**Salary/Fringe Benefits:** Compensation for this position has a range of $14.74-$16.56 hourly (37.5 hours weekly). Benefits include medical, dental, vision, life insurance and agency contribution to a retirement program.

**Confidentiality:** This position may have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement.

**Equal Opportunity:** SPIPA is an equal opportunity employer. However, Native American preference applies in that we seek to hire qualified enrolled members of SPIPA consortium Tribes, federally recognized Tribes or Alaska Natives. Minimum qualifications must be fully met for all applicants to be considered for employment.

**Drug-Free Workplace:** SPIPA is committed to providing a drug-free workplace for its employees, volunteers and the community it serves. Requires successful completion of a pre-employment drug test.

**To Apply:** Complete a SPIPA Employment Application packet and send with cover letter stating why you believe your qualifications make you the best fit for this position and resume including three work related references to:

Dolly Garcia - Human Resources Manager  
South Puget Intertribal Planning Agency  
3104 SE Old Olympic Hwy  
Shelton, WA 98584  
dgarcia@spipa.org

SPIPA Employment application is available online at http://www.spipa.org under Agency & Job Opportunities or by calling (360) 426-3990

Application screening will begin, October 21st, 2019.  
Open until filled