Job Title: Administrative Assistant

Reports To: ICWA/CFS Manager

Department: Health and Human Services

Location: Mashpee Wampanoag Tribe Government and Community Building

Status: Full-Time (35 hours per week plus benefits)

Salary Range: $18/hr

Summary: The Mashpee Wampanoag Tribe is seeking a professional administrative assistant to perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. The Administrative Assistant will operate multiline telephone system to answer incoming calls, provide administrative support and maintains records of department services.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Welcomes visitors in a pleasant manner, determines nature of business, and announces visitors to appropriate staff.
- Answer incoming calls, determines purpose of callers, and forwards calls to appropriate personnel.
- Takes and delivers messages or transfers callers to voicemail when appropriate personnel are unavailable.
- Answers question about the department and services available and provide callers with address, directions, and other information.
- Provides information to applicant’s application process, program policies, and services offered.
- Responsible for client intake process, if a caseworker is out on the field or in court.
- Maintain and update client files on a weekly basis, update information at weekly staff meetings.
- Update appointment calendars.
- Receive, sort, and routes mail, and main and routes publication.
- Maintains fax machines, assists users, send faxed, and retrieves and routes incoming faxes.
- Places orders, receives, and maintains office supplies, and completes check requisitions with the proper department coding, and keeps tract of drawdowns.
• Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
• Performs other clerical duties as needed, such as filing, photocopying, scanning, and coding.
• Provides family supportive services as directed

**Competencies:**
To perform this job successfully, an individual should demonstrate the following competencies:

• Manages difficult or emotional customer situation; responds promptly to customer needs in a pleasant manner.
• Responds to requests for service and assistance; meets commitments.
• Maintains confidentiality; keeps emotion under control.
• Speaks clearly and persuasively in positive or negative situation; listens and gets clarification; responds well with others.
• Writes clear and informatively; edits work for spelling and grammar; able to read and interpret written information.
• Demonstrates accuracy and thoroughness.
• Shows respect and sensitivity to Native American culture and Tribal members.
• Treats people with respect; inspires the trust of others; works with integrity and ethically.
• Adapts to change in the work environment.
• Consistently at work and on time; ensure work responsibilities are covered when absent.
• Arrives at meetings and appointments on time.
• Follows instructions, responds to management direction; completes tasks on time or notifies appropriate person with an alternate plan.
• Undertakes self-development activities; asks for and offers help when needed.
• Prioritizes and plans work activities; uses time efficiently.

**Education/Experience:**
High school diploma or general education degree (GED) plus 2 years relevant work experience and/or 2 years Associates Degree and 1 year work experience preferred.

**Additional Information:**
Must submit to and pass comprehensive background and drug screening.

**Please send Resume and Cover Letter to:**
Mashpee Wampanoag Tribe
483 Great Neck Road South
Mashpee, MA 02649
or
Kayla.Gomes@mwtribe-nsn.gov

*Preference is given to qualified Native American candidates in accordance with Indian Preference Act of 1934 (Title 25, U.S.C., Section 427)*