



Mississippi Band of Choctaw Indians
Tribal Member Services
P. O. Box 6010
Choctaw, MS 39350

MISSISSIPPI BAND OF CHOCTAW INDIANS

JOB ANNOUNCEMENT# 096020

Position Title: Services Coordinator
Salary Range: Grade 10
Opening date: October 22, 2018 OCT 22 2018
Closing date: October 29, 2018 or until filled
Supervisor: Director, Tribal Member Services
Job Location: Tribal Office Complex

Scope of Services:

The Member Services Coordinator is accountable for proper design, execution and improvements of how services are delivered to Tribal members through the Member Services Program in the Division of Tribal Member Services. The Member Services Coordinator will design, input and analyze data for planning and evaluation of services, and effective coordination with other Tribal programs. The Member Services Coordinator must be able to identify and use the appropriate software necessary to accomplish acquisition of data that supports management in the tracking, administration, and coordination of services for timely generation of reports.

Responsibilities and Duties:

1. Focus efforts on the Tribe's winter firewood program for Tribal elders and disabled;
2. Ensure that Tribal-member applications are completed and executed in a timely manner;
3. Ensure that applicants are eligible to receive Tribal services;
4. Supervise and manage the Tribe's firewood program;
5. Manage required solicitation of wood cutters; meet with them about guidelines; see that Tribal

contracts with wood cutters are approved in a timely manner; generate purchase orders and payments to wood cutters.

6. Adapt existing methods and procedures to create possible alternatives to improve all member services' delivery processes;

7. Interact effectively with peers, upper management and/or clients to ensure satisfaction in all areas of service delivery to Tribal members;

8. Engage members from other programs on initiatives to improve the delivery of services;

9. Exhibit strong customer service, quality and results orientation;

10. Lead individuals and small teams to seek and develop solutions to service delivery issues;

11. Develop and maintain regular checks on service providers and evaluate customer satisfaction;

12. Manipulate standard office equipment and Microsoft Office suite to ensure electronic records management;

13. Focus carefully on collecting, analyzing, and interpreting qualitative and quantitative data;

14. Review, analyze and improve processes for timely generation of service related document;

15. Ensure follow-up of service delivery and develop spreadsheets for data;

16. Produce service-delivery data and timelines to strengthen annual budget planning and approval.

17. Perform other related duties as assigned by the immediate supervisor.

Work Environment

The Service Coordinator will maintain an office with the MBCI Tribal complex but will be required to monitor service quality for the firewood program away from the office. This may involve follow up in tribal homes, at sites where firewood is being harvested with exposure to the elements.

Physical Demands (if applicable):

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk; stand; and stoop, kneel or crouch. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Qualifications:

1. Bachelor's Degree in Business Administration, Social or Behavioral Sciences is preferred.
2. Associate Degree in Business Administration, Social or Behavioral Sciences AND 2 years' employment experience as a service coordinator; or two years equivalent work in social services or a related health care field; or two years property management experience with responsibility for assisting clients with service acquisition.
3. Must exhibit strong interpersonal communication and empathy to assess the winter home-heating needs of Tribal elders and those with disabilities.
4. Must be able to build relationships with other service providers and collaborate with their services.
5. Must have strong organizational skills to ensure timely processing of documents so that clients get the help they need.
6. Must be able to use basic office equipment and Microsoft Office applications.
7. Ability to work in rural communities with Choctaw citizens.
8. Excellent communications skills and an academic record that can withstand critical review;
9. Ability to pass MBCI background check and receive favorable adjudication;
10. Ability to satisfy MBCI random drug testing policy requirements;
11. Valid Mississippi Driver License, reliable transportation and personal automobile liability insurance; maintain suitability to operate a Tribal vehicle.

NOTE: The Administrative Personnel Policy and Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II(A), have been revised and approved, as follows:

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ person(s) who are not members of MBCI only when no qualified member of MBCI, who has applied for the position, can be trained or upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American preference laws can only be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to

other openings which the person who is granted the waiver may request a promotion or transfer for, or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive Branch supervisors, and has no right to direct, demand, or coerce any Executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed. Supervisors who do not follow the Native American Preference Policy are subject to disciplinary action up to termination.

IF INTERESTED, SEND APPLICATION TO:

Mississippi Band of Choctaw Indians
Human Resources
P.O. Box 6033, Choctaw Branch
Choctaw, MS 39350