



**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: Service Coordinator**

**Salary Range: Grade 12**

**Opening Date: APRIL 11, 2022**

**Closing Date: APRIL 25, 2022 OR UNTIL FILLED**

**Supervisor: Dept. Director, Tribal Member Services**

**Job Location: Tribal Office**

**Scope of Services:**

The Service 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 Service Coordinator will design, input, and analyze data planning and evaluation for services, and effective coordination with other Tribal Program. The Service Coordinator must be able to identify and use the appropriate software necessary to accomplish acquisition of data that supports management in tracking, administration, and coordination of services for timely generation of reports.

**Responsibilities and Duties:**

1. Focus efforts on the Tribe's Winter firewood program, Spring/Summer grass cutting program for Tribal Elders and disabled; includes coordinating usage of facilities. Assist Emergency Support Function 6 with Mass Care/ Shelter.

2. Ensure that Tribal Member applications are completed and executed in a timely matter;
3. Ensure that applicants are eligible to receive Tribal services;
4. Supervise and manage the Tribe's firewood program;
5. Manage requires 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. Work closely with facility coordinators on purchase orders for firewood in 8 different communities including taking the lead role in Pearl River Community.
6. Supervise and manage the Tribe's grass cutting program;
7. Manage requires coordinating with facility coordinators about guidelines, applications approvals, statistics, etc. in 8 different communities; take the lead role in the Pearl River Community for approvals and send applications to appropriate programs for listing and cutting while in-season.
8. Supervise and manage the usage of facilities within Pearl River Community;
9. Manage requires coordinating the approval/ booking for usage of the facilities which includes facility building (PRCC), amphitheater and entertainment trailer.
10. Supervise and manage the storm shelter for the Pearl River Community.
11. Manage requires opening/ closing the storm shelter when activated by the Emergency Operation Center. Assist Emergency Support Function staff (ESF-6) with weather related storms, disasters and/or emergency crisis.
12. Adapt existing methods and procedures to create possible alternatives to improve all member services' delivery processes;
13. Interact effectively with peers, upper management and/or clients to ensure satisfaction in all areas of service of delivery to tribal members.
14. Engage members from other programs on initiatives to improve the delivery of services;
15. Exhibit strong customer service, quality and results orientation;

16. Lead individuals and small teams to seek and develop solutions to service delivery issues;
17. Develop and maintain regular checks on service providers and evaluate customer satisfaction;
18. Manipulate standard office equipment and Microsoft Office suite to ensure electronic records management;
19. Focus carefully on collecting analyzing and interpreting qualitative and quantitative data;
20. Review, analyze and improve processes for timely generation of service related documents;
21. Ensure follow-up of service delivery and develop spreadsheets for data;
22. Produce service delivery data and timelines to strengthen annual budget planning and approval;
23. Perform other related duties as assigned by the immediate supervisor.

#### Work Environment

The Service Coordinator will maintain an office within Tribal Office but will be required to monitor service quality for the firewood and grass cutting programs 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, stand, or walk for long period of time. The employee may be required to perform some lifting and bending. The employee may engage in physically strenuous activities regarding the activation of Emergency Support Function 6. 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. Must be able to hear and communicate effectively. Think and act in medical, fire, or other emergency situations.

Qualification:

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 related health care field; or two years property management experience with responsibility for assisting clients with services acquisition.
3. Must be exhibit strong interpersonal communication and empathy to assess the winter home heating needs of tribal elders and those with disabilities. This includes the grass cutting program.
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 help they need.
6. Must be able to use basic office equipment and Microsoft Office applications.
7. Ability to work in rural communities with Tribal Members.
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 MCBI 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 Administration 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 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 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  
Human Resources  
P.O. Box 6033, Choctaw Branch  
Choctaw, MS. 39350