

**Sitka Tribe of Alaska**  
**Job Description**  
**INTAKE SPECIALIST**

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<b>Exempt:</b>	No	<b>Grade:</b>	4 (19.97-\$21.52) DOE
<b>Benefits:</b>	Yes	<b>Hours:</b>	8:00a.m. -4:30p.m.
<b>Department:</b>	Social Services	<b>Effective Date:</b>	January 18, 2022
<b>Reports to:</b>	Social Services Director		

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## **I. SUMMARY**

The Intake Specialist provides administrative support to the Social Services Department, with a majority of support to the Director.

## **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **A. Supervision and Authority**

This position reports to the Social Services Director and does not supervise any other positions.

### **B. General Responsibilities**

- Provide excellent, friendly customer service to Tribal citizens and the public visiting the department
- Answer main telephone line and respond to inquiries
- Conduct screening to refer to the appropriate provider
- Provide feedback and suggestions to help assure quality customer relations, implementation of customer service improvements, and problem-solving
- Assist Social Services Director with coordinating Health Committee meetings.
- Act as a resource to families, outside agencies, and staff
- Maintain a system of efficient collection and retrieval of client and program information for staff
- Assist in tracking food pantry inventory and ordering of replenishment supplies; organizing the food pantry
- Order office supplies and maintain supply inventory
- Submit PO, Check, and credit card requests as needed using the database for tracking
- Collect timesheets for signatures
- Draft documents for the Director to review, including but not limited to: contracts, form updates, strategic planning, annual and semi-annual reports
- Check mail daily and keep the office area neat and orderly

- Assist with department employee travel forms
- Work cooperatively as part of the Social Services department with providing services to Tribal Citizens

### **C. Meetings, STA Reporting, and Professional Conduct**

- Keep the Director informed via biweekly individual meetings concerning work progress, including present and potential problems and suggestions for new or improved ways of addressing problems
- Attend STA all staff meetings
- Participate in STA all-staff events which may occur after hours or on weekends, including but not limited to Annual Picnic, Annual Meeting, Annual Native American Heritage month parade, the Children's Christmas Party, and other all-staff events that arise throughout the year. Assist with coordination of Children's Christmas Party
- Attend other meetings as requested by the Director
- Prepare monthly report of activities and any other items assigned by Director for inclusion in the Tribal Council meeting packet
- Prepare a report for inclusion in quarterly Newsletters and the Annual Report
- Recognize and understand the highly emotional nature of work in Social Services and respond to questions and client concerns in a compassionate, courteous, and timely manner
- Maintain strict confidentiality of all client information
- Represent Sitka Tribe of Alaska and maintain positive relations with other tribal, state, federal, and local governments, public agencies, Tribal Citizens, the public, and the media.
- Treat STA Council, staff, Tribal Citizens, and the public respectfully.
- Perform other duties as assigned.

## **III. MINIMUM REQUIREMENTS**

### **A. Education**

- High School Diploma or GED

### **B. Experience**

Two years of increasingly responsible, varied tasks and highly skilled clerical work

### **C. Additional Requirements**

- Must possess a valid Alaska State Drivers License or have the ability to attain one within two months of hire

### **D. Knowledge, Skills, and Abilities:**

- Strong written and oral communication skills
- Ability to handle multiple tasks and work under short timeframes and attend to details
- Ability to handle confidential information with tact and discretion
- Knowledge of the history of Sitka and a solid understanding of the native community in Sitka, including clan structure or willingness to learn
- Advanced level computer skills and at least one-year experience using Microsoft Word, and Excel
- Ability to work independently with brief verbal instructions
- Must be able to work flexible hours to meet deadlines and client needs
- Demonstrated ability to be a reliable worker (show up on time and consistent with the required work schedule)

## **IV. PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Understanding of the Native Community in Sitka
- Previous experience working for a tribal government

## **V. PREFERENCE**

Tribal Citizen and Native preference apply as outlined in the STA Hiring Policy and Procedure and the STA Employee Handbook.

## **VI. ADDITIONAL**

### **A. Criminal Background Check**

This position requires full compliance with the STA Criminal Background Check ordinance. All candidates for this position must consent to a criminal history record check, submit fingerprints and submit a separate application for suitability. No individual may fill this position:

- Who has been convicted of any crime involving a sexual offense;
- Who has been found guilty of or pled guilty or no contest to, two misdemeanors or one felony crime involving any crimes of violence, crimes against persons, offenses committed against children, sexual assault, molestation, exploitation, contact, or prostitution;

- Whose past conduct creates an immediate or long-term risk for any Indian child or raises questions about an individual's trustworthiness; or
- Who is currently subject to a restraining order issued after a hearing which restrains the individual from harassing, stalking, or threatening an intimate partner or child.

The individual who holds this position is required to report any violation of a criminal statute within one working day of the charge or conviction to the individual's immediate supervisor.

**B. Drug- and Alcohol-Free Workplace**

This position is required to comply with the Sitka Tribe of Alaska Drug and Alcohol-Free Workplace Ordinance. This position, therefore, is subject to reasonable suspicion and follow-up drug/and or alcohol testing.