



JOB DESCRIPTION

Administrative and Program Support Assistant

Department: Administration
Reports To: Deputy Executive Director
FLSA Classification: Non-exempt
Wage Range: 7/8 \$26.61 per hour DOQ

Summary

The Administrative and Program Support Assistant provides a high level of administrative and programmatic support to multiple SPIPA departments, processing a wide variety of assignments to assist staff in providing positive customer- and client-centered services and outcomes. The Administrative and Program Support Assistant is the first point of contact for SPIPA's clients, staff, and visitors. This full-time position is located at the SPIPA Intertribal Professional Center (IPC) on the Squaxin Island Reservation near Shelton, WA.

This position requires multi-tasking and timely completion of tasks in coordination and collaboration with the Executive Team, administrative and program staff, and vendors. Therefore, it requires an energetic and customer service-oriented individual wanting to provide the best service when working with people at all levels of the Agency.

Essential Duties and Responsibilities

- Provide administrative support for Agency directors, managers, coordinators, and program staff as requested.
- Receive clients and guests in a polite, friendly, and helpful manner that responds to inquiries regarding SPIPA services.
- Answer telephones and route callers or messages in a responsive, timely and accurate manner.
- Prepare, process, monitor, and track to conclusion documents such as purchase requisitions, purchase orders, vouchers, reports or similar. Follow established policies and procedures to ensure compliance and allowability of expenditures.
- Assist with the development and execution of vendor contracts, providing coordination between Fiscal, Legal, and Executive leadership.
- Assist with programmatic activities, outreach, and reporting. Draft and edit documents, forms and outreach materials, update databases and client files.
- Coordinate logistics for internal and off-site meetings, trainings, and outreach events. Identify locations, coordinate activities and supplies, and participate in SPIPA and tribal events.
- Demonstrate a commitment to teamwork through relationship building and collaboration. Support employees and customers by being a hub of information.
- Identify and research problems or issues and expedite solutions to ensure smooth, continuous workflow.

- Deliver productivity through the efficient use of time, resources, and a commitment to strong results.
- Coordinate operation, maintenance, repair, replacement, and supplies for centralized office equipment.
- Develop and maintain adequate inventory of office and hospitality supplies.
- Coordinate efficient internal and external mail and package distribution and maintain shipping/receiving records.
- Coordinate facilities and custodial services for the building, including being the primary contact for utilities, climate control, landscaping, recycling, pest control, vending machines, building/security grounds issues, hospitality supplies, and emergency repairs.
- Perform routine comprehensive facilities, custodial, and maintenance inspections of the facility and grounds and perform minor maintenance and repairs as needed. This may include things like HVAC, restrooms, and parking lot safety.
- Move and set-up furniture and equipment for meetings and other events.
- Assist with special projects and perform other duties as assigned.

The Administrative and Program Support Assistant, as an employee of SPIPA, is expected to collaborate, engage, and work closely with all departments to fully support the Vision, Mission, and Core Values in accordance with all Agency directives.

Required Knowledge, Skills, and Abilities

We are looking for an experienced administrative professional who projects a positive attitude and encourages collaboration, always looking to meet and exceed expectations. The items listed below are representative of the skill set required to perform job duties.

Interpersonal relations – ability to deliver excellent customer service, have a positive attitude, and to work as a team player to accomplish objectives. Excellent people and conflict resolution skills. Ability to work effectively and cooperatively with others in a culturally sensitive and professional manner.

Personal effectiveness and time management – well developed time management and organizational skills to meet priorities, timelines, and details under pressure. Enthusiastic about being accurate, accountable, and having a high level of initiative and ownership.

Technical capability – strong proficiency in fundamental office and computer equipment as well as software programs such as Microsoft Office Suite and Microsoft 365. Ability to learn and understand Agency operations and workflow within six months. Solid verbal and written communication skills with a demonstrated ability to communicate effectively with all levels of staff, leadership, stakeholders, vendors, and most importantly with the Consortium Tribes that SPIPA serves.

Adaptability – ability to modify actions, direction, or approach to changing situations and expectations in a respectful and professional manner. Work history of innovation and problem solving in a collaborative setting.

Minimum Qualifications and Additional Job Requirements

- Bachelor's or Associates Degree in Business Management or related field; or equivalent combination of education and job-related experience.
- At least two years of experience providing high level administrative support to multiple staff members at a multi-departmental organization.
- Three years computer experience with Microsoft Office Suite, Microsoft 365 or similar, and desktop publishing programs.
- At least one year experience working in a Native American communities preferred.
- Possess a valid Washington State Driver's License and proof of auto insurance.
- Pass a background investigation including confirmation of work experience.

This position functions in a diverse and complex environment within which interpersonal and self-management skills are essential. Throughout our selection process, we will be evaluating candidates for behavior attributes and technical skills to succeed in this environment.

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 tribal locations.

Salary/Fringe Benefits: Compensation for this position has a starting range of \$26.61 per hour (based on a 37.5 hour week). Benefits include medical, dental, vision, life insurance, and Agency contribution to a retirement program.

Drug-free Workplace: SPIPA is committed to providing a drug-free workplace for its employees, volunteers, and the communities it serves. This position requires successful completion of a pre-employment drug test.

Confidentiality This position will have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement and adhere to applicable standards.

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.

To Apply:

Complete a SPIPA Employment Application form (**Please see Resume not sufficient for application**) and send with cover letter describing how your qualifications make you a good fit for this position and resume including three work related references to:

Mickiel "Archie" Smith - Human Resources Manager
South Puget Intertribal Planning Agency
3104 SE Old Olympic Hwy
Shelton, WA 98584
archiesmith@spipa.org

**SPIPA Employment application is available online at <http://www.spipa.org>
under JOBS or by calling 360.426.3990.**

**Application screening begins February 2nd, 2024.
Open until filled.**