



Social Services Intake Clerk

Reports To:	P.L. 102-477 Program Manager	Closes:	Open until filled
Salary (Grade):	\$11.35/hour (Grade 7 Entry)	Status:	Full time, Non-Exempt
Location:	Social Services Office in Sioux City, IA 51101		

Job Purpose and Position Overview:

Under the general supervision of the P.L. 102-477 Program Manager, greets agency customers and clients, and the public on a regular basis. Provides direct customer or client service assistance by explaining agency services available, processes documents, applications and other forms used.

Specific Job Duties/Responsibilities:

- Demonstrate the Winnebago Tribe's core mission, vision and values
- Engage in initial contact with customers, clients, and the public at the front desk, by telephone, email, written correspondence and at public events
- Answers questions from customers, clients and the public about program processes, applications, services and eligibility criteria to ensure proper application, certification, registration or eligibility of customers and clients for available program services
- Relays information to various services providers, users and related agencies, to share information and facilitate responses to customer and client needs, requests or inquiries
- Obtains and confirms information about customers and clients by asking them and/or others a series of routine questions
- Provide assistance in completing applications and providing documents according to program procedures and guidelines
- Reviews applications, credentials and documents furnished by customers or clients to ensure accuracy, completeness and relevancy of information
- Evaluates applications for completeness and referral to other program staff for processing including but not limited to TANF, GA, WIA, NEW, JPT, and CCDF
- Calculates and verifies payments, charges, and refunds for assistance, fees, fines, or other agency services rendered
- Uses various records management systems and the TAS database system to code, enter and update information, to research information and to identify status of services rendered or transactions processed
- Schedules appointments, group session, and other meetings between customers, clients, program staff and other services providers
- Coordinate services and arrange meetings between customers, clients, and agency staff, which may involve working with distraught or irate individuals
- Maintain listings of community services in conjunction with case workers and other program staff as a part of service coordination for clients and customers
- Provides standard office, clerical, administrative, secretarial and other specialized support to the program staff



- Process incoming and outgoing mail, email, documents and materials, and type correspondence and reports for agency staff
- Prepare forms to process administrative transactions, complete requisitions for equipment and supplies, and maintain repair and inventory records for vehicles and office equipment
- Writes standard correspondence, transmittals, acknowledgements, and reports involving information or inquiries from customers, clients, program staff and the public
- Develop fliers, notices and newsletters to exchange information with and relay information to clients, customers, program staff and other services providers, and post information and notices through various venues in the community
- Administer random urinalysis to active clients and assist with client transportation
- Participate in the development, implementation, and continuous improvement of client programming for job preparation and self-sufficiency
- Attend required company and departmental meetings
- Perform other related duties as assigned by direct supervisor

Required Qualifications/Skills:

- One year of college accredited course work plus one year of experience providing services to the public involving extensive contact is required or combination of education and experience. Associate's degree is preferred. Must be willing and able to engage in employee training and development of an educational plan
- One-year experience working with Native Americans is required
- Coursework or training in business, office management and communications is highly desirable.
- Must have excellent interpersonal, communication, and organizational skills,
- Must be timely, dependable, courteous, and maintain a business-like appearance
- Ability to interact and build rapport with peers and clients, to remain non-judgmental and value and accept differences in people, and to observe, assess and address behavior is required
- Must possess keyboarding skills for data entry and be computer literate and proficient in Microsoft Office (particularly Word, Excel, Outlook)
- Must be able to maintain the strictest confidentiality, and will be required to sign a confidentiality agreement
- Knowledge of Confidentiality Laws and Regulations is highly desirable and a willingness to learn is required
- Knowledge of Winnebago culture and traditions is highly desirable and a willingness to learn is required
- Must possess a valid driver's license, maintain valid insurance, and be insurable under the Tribe's insurance policy
- Ability to pass background check and drug screen



Training Requirements:

As required by your supervisor and development of an educational development plan.

Physical Requirements:

Normal Office

X Light work (lift 10 lbs.)

Medium work (lift 11-30 lbs.)

Other physical requirements (note):

- While performing the duties of this job, the employee is regularly required to talk and hear

Heavy work (lift 30-50 lbs.)

Very heavy work (lift over 50 lbs.)

Mental Requirements: (as presently performed to accomplish essential functions)

Reading, Writing, Calculating

Social Interaction Skills

Reasoning/Analysis

Works with Minimal Supervision

Other Mental Requirements (note):

Language Requirements:

Ability to effectively speak, read and write English



HOW TO APPLY:

Please submit a Winnebago Tribe of Nebraska employment application, resume, a cover letter explaining why you are qualified for the position, and two (2) letters of recommendation. If claiming Native American or Veteran preference, please include pertinent documentation.

Submit to: *Human Resources, Winnebago Tribe of Nebraska*
 PO Box 687
 Winnebago, NE 68071
 Fax: 402-878-3198

- Or drop off all documents to the HR office located in the Blackhawk Community Center Building.
- Please call HR at 402-878-3100 for further information.
- **Applications without proper documents will not be considered.**

As provided by Federal Law, all qualified Native American applicants shall receive preference over Non-Native American applicants. In the absence of qualified Native American applicants, consideration will be given to all other applicants without regard to race, color, religion, sex, sexual orientation, national origin, age, marital status, veteran status, genetic information, disability or any other reason prohibited by law in provision of employment opportunities and benefits.

JOB CLEARANCE SIGNATURE

DATE