

Sisseton-Wahpeton Oyate

Job Description

Job Title: Elderly Resource Program Assistant

Reports To: Director, Department of Tribal Elderly Affairs

JOB SUMMARY:

The Sisseton-Wahpeton Oyate is a federally recognized tribal government that serves over 14,000 citizens. There are over 2000+ elders 55 years of age and older, both on-reservation and off-reservation. The expectations of the Elderly Resource Program Assistant position require an efficient individual who is comfortable being a member of a team. The individual in this position will work with the Department of Elderly Affairs team and must be able to multi-task while managing the duties essential to this position. The Elderly Resource Program Assistant must be resourceful, a good organizer, and capable of managing the workload in a timely manner; this is key to success in this position.

RESPONSIBILITIES & DUTIES:

- Assist and manage communication by answering incoming calls, respond to inquiries and requests for information
- Assist and process all requests for elderly status to ensure they are included in the distribution of the monthly elderly food coupon
- Monitor and update SWO Elderly List as needed, i.e., deaths, status changes, address changes, etc.
- Assist the Coordinator to order the Walmart, Hy-Vee, Teal's, and Buche Dakota Crossing gift cards, process appropriate paperwork for payment and follow through to completion
- Assist and prepare gift cards for distribution, i.e., label with individual names, scratch off identifying card code number, and copy
- Distribute the food cards outside of the work place, specifically at the Elderly Nutrition Program, on the first day and thereafter at the Elderly Affairs Office
- Mail the Walmart and Hy-Vee gift cards out to all the elderly living off the reservation after preparation for distribution is completed
- Assist people in need by identifying resources, process applications for assistance under General Welfare, ensure supporting documentation is attached
- Uphold a strict level of confidentiality

- Assist and maintain filing system of elderly self-addressed, stamped envelopes, applications for elderly status and applications for assistance
- Develop and sustain a level of professionalism among staff and clientele served
- Other duties as assigned

QUALIFICATIONS AND SKILLS:

- Associate's degree and/or minimum of 4 years of experience in an office management type setting where reported directly to senior management
- Proficiency in Microsoft Word with an ability to become proficient with any other software needed in this position, such as Excel and Workplace
- Detail oriented and comfortable working in a fast-paced office environment
- Exceptional communication skills
- Superior organization skills and dedication to completing projects in a timely manner
- Friendly, helpful, and professional demeanor

Supervision, Salary & Work Hours/Other:

The Elderly Resource Program Assistant will report directly to the Elderly Resource Coordinator and to the Director, Department of Elderly Affairs. The SWO Personnel Policies will apply.

Salary is \$13.00 per hour with an annual Cost of Living increase. The Elderly Resource Program Assistant is a part-time position.

Approved Margaret Thompson Date 1/13/2022