

# JOB ANNOUNCEMENT

**Title:** Tribal Member Services Coordinator

**Requisition Num.:** 004-2024

**Open Date:** 06/22/2024

**Closing Date:** Until Filled

**Department:** Human Resources

**Classification:** Full-Time/Non- Exempt

**Salary:** Commensurate with Experience

**Location:** Valley Center, CA

**Opportunity:** This position is under the supervision of the Director of Human Resources and will assist in the coordination of the day-to-day administration of the Tribal membership benefits, service programs, membership enrollment, and other related services. This position will interface with Tribal Members, Tribal Government Departments, Federal and State Departments, insurance carriers, and other related service providers. This position is expected to exercise initiative and sound judgment in carrying out a variety of assignments that are within their scope of responsibility. Work under steady pressure with frequent interruptions which will entail a high degree of contact by phone or in person. Work independently and organize work to meet priorities and deadlines. This person will conduct business in a professional and cordial manner that will uphold the integrity and reputation of Rincon. This position maintains a thorough working knowledge of and adheres to tribal policies, regulations, and procedures.

## JOB RESPONSIBILITIES

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Assist in the coordination of the day-to-day administration of the Tribal membership benefits, service programs, membership enrollment, and other related services while maintaining the highest level of confidentiality and professionalism.
- Acts as a resource regarding departmental activities and operations for the Tribal membership and acts a liaison for governmental departments that provides services to the Tribal membership.
- Ability to respond to common inquiries or complaints from community, internal and external customers.
- Compose and type correspondence, reports, and miscellaneous paperwork; prepare outgoing mail; file correspondence and other departmental records and reports.



## Rincon Band of Luiseño Indians

### Contact Us:

One Government Center  
Lane

Valley Center, CA 92082

Phone: (760) 749-1051

Hours: 8:00 am – 4:30 pm

Monday - Friday

[www.rincon-nsn.gov](http://www.rincon-nsn.gov)



## To Apply:

Employment with the Rincon Band of Luiseño Indians begins by filling out an application and resume and turning it in to the Human Resources Department at the Government Center, or emailing it to [jobs@rincon-nsn.gov](mailto:jobs@rincon-nsn.gov).

To work for the Rincon Tribe, you minimally need:

- High School Diploma or GED
- A valid California driver's license

**Applications which are not completely filled out will not be considered.**

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## Preference:

Tribal preference will be given to eligible Rincon Tribal Members who meet the minimum qualifications. Background investigation drug and alcohol screening are required as a condition of employment. Rincon Band of Luiseño Indians is an equal opportunity employer.

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## JOB RESPONSIBILITIES CONT'D

- Maintains the integrity and confidentiality of human resources and member services files and records – including maintenance of records, ensuring completion and accuracy of details such as employee and tribal member contact information, classification and eligibility group, inputting data into database, and other key details.
- Performs periodic audits of HR and Tribal Member files and records to ensure that all required documents are collected and filed appropriately.
- Provide information and/or documents regarding Tribal membership benefits, service programs, Tribal enrollment benefits and other related services.
- Answer questions and provide general assistance regarding Tribal Government benefits, services, Tribal enrollment, programs, plans, policies, procedures, rules, and regulations.
- Coordinate all enrollment and changes for Tribal benefits and service programs. Ensure that Tribal Members have a thorough understanding of the Tribal benefits, services, and information necessary to make an appropriate selection of benefits and services.
- Advise Tribal Members on their eligibility for Tribal benefits and service programs. Provide quality customer service regarding Tribal benefits and service programs plan design.
- Maintain internal and external records and documents. Organize and collect enrollment change forms for Tribal benefits and service programs.
- Establish and foster good working relationships with service providers, and Tribal Government Departments to resolve Tribal benefits and services problems. Provides assistance in resolving complaints or other administrative matters.
- Implement appropriate methods of effectively communicating Tribal benefits and services information; compose informational communication documents including brochures, materials, and other related publications.
- Develops workable implementation plans; communicates changes effectively; monitors transition and evaluates results.
- Communicate a variety of information using various communication channels.
- Analyze, conduct studies, and research; collect, compile, and analyze statistical data; complete and prepare various reports, surveys, and tables; prepare, maintain, and disseminate information and documents as appropriate and necessary.
- Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Perform complex technical and administrative responsibilities relating to Tribal membership benefits, service programs, Tribal enrollment benefits, and other related services.
- Prioritizes and plans work activities; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

### **Selection Process:**

All applications will be reviewed and the most appropriately qualified individuals will be invited to continue in the selection process. The process may include a written and/or oral examination to assess job related education, experience and training. All prospective employees must live within a 50-Mile Radius from the Rincon Government Center.

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**Resumes will not be accepted in lieu of completed application forms, but may be attached.**

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### **JOB RESPONSIBILITIES CONT'D**

- Maintain confidentiality and discreetness of critical and sensitive information, records, and reports.
- Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- Ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Proficient with Microsoft product (Word, Excel, etc.), internet software appropriate storage of electronic files and operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment, use/storage maintenance of multiple usernames and passwords and computer related problem, problem solving skills through the use of available trainings and helpdesk.
- Completes administrative tasks correctly and on time while demonstrating accuracy and thoroughness.
- Follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.
- Sort and distribute incoming mail and prepare outgoing mail for Member Services and Human Resources Department.
- Take minutes of meetings.
- Monitor and maintain the inventory of office supplies, copier machines, and report when there are shortages.
- Maintain the filing room based on office standards, set-up, and records retention for a clean, efficient space while maintaining confidentiality.
- There are multiple deadlines associated with this position and the employee may be required to work long hours or weekends when necessary to reach goals on a limited basis as approved by the Director of Human Resources and Member Services.
- The employee must be able to handle frequent interruptions and must also multitask and interact with a wide variety of people on various and, at times, complicated issues.
- The employee must be able to adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; be able to manage delays or unexpected events and use reason when dealing with challenging topics.

### **OTHER DUTIES**

- Ability to multi-task while maintaining vigilant attention to detail.
- Follow established government policies and those outlined in the Rincon Tribal Government Employee Handbook and on our government employee portal.
- Demonstrates an awareness and appreciation of the cultural diversity of the community.

**OTHER DUTIES CONT'D**

- Back up to the Human Resources Representative in the HR Department in a limited capacity.
- Maintain a clean and safe working environment.
- Adhere to safety standards and regulations of the Tribal Council.
- Handle all confidential and proprietary information in accordance with policies and procedures.
- Attend Meetings and conferences as requested or assigned.
- Other duties may be assigned at the discretion of the Director of Human Resources and Member Services or designee to fulfill the government's needs, objectives, and/or goals.

**JOB QUALIFICATIONS**

**Education/Experience and/or Training:**

- Graduation from a U.S. high school, G.E.D. or equivalent from a U.S. institution, or a California High School Proficiency Examination (CHSPE) certificate is required.
- Associate degree related to Business Management, preferred.
- Any combination of education and experience equivalent to graduation from high school supplemented by college-level coursework in business; office management or a related field; or four years of responsible secretarial or administrative assistance experience involving public contact.
- Strong experience in utilizing MS Office Suite (Word, Excel, and PowerPoint).
- Experience in researching and analyzing various related data/information.
- Experience in making recommendations to effectively resolve problems or issues, by using judgment that is consistent with standards, practices, policies, procedures, regulation, related to benefit laws and services.

**Licenses or Certifications:**

**The following license and certification are required to be maintained throughout employment and are not subject to waiver:**

- Valid California Driver's License. Must maintain a satisfactory driving record with the DMV.

**Work-Related Knowledge:**

- Excellent interpersonal skills, ability to communicate effectively both orally and in writing; be able to establish and maintain effective working relationships.
- Strong organizational skills and the flexibility and ability to manage time and multiple tasks with little supervision.
- Proficiency with all current Microsoft Office programs as well as any other software programs, online communication platforms and other technology necessary to perform the job.
- Ability to deal with problems involving several concrete variables.
- Successful applicants will be a creative thinker, an energetic self-starter who enjoys new challenges and is able to function comfortably in a fast-paced team environment or independently.
- Principles and procedures of record keeping.
- Pertinent Federal, State, and local laws, codes, and regulations relating to benefits and service programs.

**Benefits**

The Rincon Band of Luiseño Indians offers a comprehensive and competitive benefit package for full-time and qualifying part-time employees. Benefit include the following:

- Health & Wellness Coverage: Medical, dental and vision coverage
- Generous Paid Time Off (PTO) Accrual
- Holidays: Full-time employees and qualifying part-time employees are eligible for eleven (11) full paid holidays, and four (4) half day (4 hours) paid holidays.
- Comprehensive Annual Performance & Merit Reviews
- Job Training based on Business Needs
- Life and Long Term Disability: \$100,000 employer paid Life Insurance and Long Term Disability
- Flexible Spending Accounts: Healthcare and Dependent care reimbursement accounts
- Supplemental Life and Accidental Death and Dismemberment (AD&D) Insurance
- Supplemental Coverage: Disability, Accident, Cancer, Life and Hospital Confinement
- Retirement: 401(k) retirement plan with a generous employer match
- Company Events: Rincon Tribal Government holds great social events for employees and occasionally raffle many prizes.

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**Rincon Tribal Government – Core Values**

*Trust*

*Integrity*

*Open and Honest Communication*

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