



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



JOB ANNOUNCEMENT

Title: Rincon Post Office Supervisor

Requisition Num.: 032-2024

Open Date: 11/20/2024

Closing Date: Until Filled

Department: Post Office

Classification: Full-Time/ Non-Exempt

Salary: Commensurate with Experience

Location: Valley Center, CA

Shift: Mon. – Fri. 9 hour shift (with 1 Hr Unpaid Lunch), Occasional half day on Sat.

Opportunity: The Rincon Tribal Government is opening a service-based post office in support of Rincon Tribal Members, local tribal communities and non-tribal neighbors. The overall objective of this project is to provide postal support services closer to our home reservation, and to address the growing needs of our community. The Rincon Post Office will offer mailbox rentals, shipping and receiving, printing/faxing and notary services. The postal services will grow to address the needs of the community.

The Rincon Post Office is a government-created support service in need of a post office Supervisor. Under the supervision of the Rincon Post Office Manager, the post office supervisor will be responsible for day-to-day operations of the post office, support and supervision of all post office employees. The Rincon Post Office Supervisor will be expected to understand general business operations, including but not limited to team management and functional excellence. Their success will be dependent upon creating a strong team environment, while supporting the needs of the community customer base and working within the structure of the Rincon Band of Luiseño Indian government operations. This person will conduct business in a professional and cordial manner that will uphold the integrity and reputation of the Rincon Tribal Government. 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.

- Support the operation of a small, single unit shipping receiving and mail facility.
- Create, gather data and maintain files, records and reports as required by vendors and Rincon Post Office Manager.
- Act as Rincon Post Office Manager in the absence of leadership.
- Interact with the Rincon Post Office Manager to seek guidance, coaching and direction.
- Offer innovative work processes to improve customer experience.
- Accomplish regular daily activities including scheduling, store maintenance, accounts and inventory.

To Apply:

Employment with the Rincon Band of Luiseño Indians begins by filling out an application and resume and turning it into the Human Resources Department at the Government Center, or emailing it to 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.

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.

JOB RESPONSIBILITIES CONT'D

- Share responsiveness for management, handling and reporting of customer cash, credit/debit payments, and change.
- Implement post office controls including but not limited to standard operating procedures, financials, safety, security, scheduling and compliance with federal laws and system management.
- Train new employees to ensure quality of service and adherence to policies and procedures of Rincon Post Office, United States Postal Service, UPS and FedEx.
- Supervise Rincon Post Office team members in the performance of daily customer support services.
- Model excellent customer skills and innovate problem solving skills.
- Provide customer service backup and support as the workload requires.
- Ensure an excellent post office experience engaging and retaining customers and team members, while supporting the Rincon post office brand experience.
- Exercise regard for the safety and security of self and others, with particular emphasis for ensuring employee compliance with established safety and security policies and procedures.
- Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- 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.
- 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.
- Ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Proficient with Microsoft products (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.
- Due to the nature of business regarding the day-to-day operations and responsibilities associated with this position the employee may be required to work long hours when necessary to reach goals.
- 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.

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.

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

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JOB RESPONSIBILITIES CONT'D

- 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

- Follow established government policies and those outlined in the Rincon Tribal Government Employee Handbook and on our government employee portal.
- Development, coaching and team building.
- Communicate directly with Rincon Post Office Manager to improve the quality of the tribal work environment.
- Positive and collaborative interaction with other tribal departments.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Adhere to safety standards and regulations of the tribal council.
- Handle all confidential and proprietary information in accordance with policies and procedures.
- Attends required meetings and training.
- Perform other related duties as required.
- Ability to multi-task while maintaining vigilant attention to detail.
- Other duties may be assigned at the discretion of the Manager or designee to fulfill the government's needs, objectives and/or goals.

QUALIFICATIONS/KNOWLEDGE, SKILLS, AND ABILITIES

- Must be able to represent the Rincon Tribal Government effectively and professionally in a public venue.

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.
- 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 one year of responsibility for retail shipping post office experience.
- Outstanding phone skills and skills handling customer complaints with problem resolution.
- Ability to meet budgeted goals.
- Previous supervisory experience.
- Experience coaching employees and management through complex difficult and emotional issues.
- Ability to research and analyze various different types of data information.
- Effective problem resolution, using judgment consistent with standards practices policies procedures regulation or government law.

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.
- Hazmat Training Certification

Work-Related Knowledge:

- Strong organizational skills, 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 and online communication platforms necessary to effectively perform the management duties set forth.
- Successful applicants will be a creative thinker, energetic, self-starter who enjoys new challenges and is able to function comfortably in a fast-paced team environment.

Benefits

The Rincon Band of Luiseño Indians offers a comprehensive and competitive benefit package for full-time and qualifying part-time employees. Benefits 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.

Rincon Tribal Government – Core Values

Trust

Integrity

Open and Honest Communication
