



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 Team Member

Requisition Num.: 033-2024

Open Date: 11/20/2024

Closing Date: Until Filled

Department: Post Office

Classification: Part-Time/ Non-Exempt

Salary: Commensurate with Experience

Location: Valley Center, CA

Shift: A minimum of 16 hours a week

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-provided support service in need of a Post Office Team Member. Under the supervision of the Rincon Post Office Manager, team members will be responsible for customer support, service and team support. The Rincon Post Office Team Member will be expected to have excellent customer support skills as well as a general understanding of business practices. Their success will be dependent upon creating a welcoming and supportive environment for 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.
- Provide excellent customer service.
- Pack, ship, sort USPS and other carrier packages and mail.
- Utilize Point of Sale (POS) System.
- Price and organize retail items.
- Interact with the Rincon Post Office Supervisor to seek guidance, coaching and direction.
- Accomplish regular daily activities including inventory and store maintenance.
- Handle customer cash, credit/debit payments, and change.

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

- Adhere to standard operating procedures, financials, safety, security, attendance and compliance with tribal government requirements, federal laws and system management.
- Collaborate with and support new team members to ensure quality of service and adherence to policies and procedures of Rincon Post Office, United States Postal Service, UPS and FedEx.
- Ensure an exceptional post office experience engaging and retaining customers.
- Support the Rincon post office brand experience.
- Exercise regard for the safety and security of self and others, with particular emphasis for ensuring compliance with established safety and security policies and procedures.
- 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 problems, problem solving skills through the use of available training and helpdesk.
- 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.

OTHER DUTIES

- Follow established government policies and those outlined in the Rincon Tribal Government Employee Handbook and on our government employee portal.
- 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.
- Attend required meetings and training.
- 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.
- Outstanding phone skills and skills handling customer complaints with problem resolution.

3 Job Announcement, Cont'd. – Rincon Post Office Team Member

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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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:

- Retail and/or postal service knowledge.
- Strong Organizational Skills, and flexibility to manage time 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 duties set forth.