

YAKAMA NATION HUMAN RESOURCES DEPARTMENT
JOB ANNOUNCEMENT



Announcement # 2016-203 Issue Date: 10-27-16 Closing Date: 11-02-16

Office Assistant II
Low Income Home Energy Assistance Program (LHEAP)
Department of Human Services
Hourly Wage: \$9.86/Regular/Full-Time/Furlough

Office Assistant II/Receptionist is responsible to provide administrative/clerical support in the Low Income Home Energy Assistance Program (LIHEAP). This position requires a person with personality and judgment to meet and greet the public and provide assistance. Duties entail considerable public contact, sometimes under stressful conditions. All materials are to be handled in a confidential manner. Must have the ability to learn the guidelines, goals, and objectives of the program. Must also provide non-technical information to callers, the general public, other programs and agencies. Work will be reviewed for accuracy, compliance, and quality of service.

Knowledge, Skills and Abilities:

- Basic computer skills.
- Knowledge of general administrative office practices and procedures.
- Ability to establish and maintain good working relationships with co-workers.
- Ability to meet and greet the public in an effective manner. Working with people courteously and project a high image of the LIHEAP Program.
- Ability to communicate clearly, to provide clientele with needed information in person and over the telephone.

General Recruiting Indicators:

- Six months of general office work.

Special Requirements:

- Required to pass a pre-employment drug and alcohol test.
- Enrolled Yakama Preference.