



Smith River Rancheria Position Description

Title: Operations Manager
Class: Management
Status: Full Time
Supervisor: Tribal Administrator
Effective Date: November 10, 2014

Department: (01) Administration
FLSA: Exempt
Pay Grade: VIII/IX (\$19.55 - \$31.06)
Subordinates: Front Office Staff

Position Summary:

The Operations Manager is responsible for providing technical and administrative support to assure that the Tribal Administrator and Self Governance Director have the information necessary to carry out their governance responsibilities. This position assists with the day to day activities for the Smith River Rancheria office management, supervises front office staff and activities to achieve maximum cost control and productivity; including, but not limited to developing procedures and policies for office activities, managing calendars and staff PTO, filing, record maintenance, word processing, mail distribution and tracking, supplies management, work order request processing for K'vsh-chu maintenance.

Essential Duties and Responsibilities:

- Draft documents, letters and memorandums.
- Assist Tribal Administrator in preparing job descriptions and scheduling performance evaluations.
- Establish and maintain current and accurate files.
- Assist the Tribal Administrator in maintaining current and accurate files on real property acquired by and for the Smith River Rancheria.
- Is the primary Assistant to the Tribal Administrator, including assisting in maintaining the Tribal Administrator's calendar and maintain orderly office functions.
- Coordinates, communicates and follow-up on various assignments of staff and the executive branch.
- Liaison between the Tribal Administrator and all managers, directors and staff in assisting in establishing personnel time accounting and attendance procedures.
- Confers with supervisors, department heads, administrators, staff and the public regarding business of the department. May personally perform difficult complex and confidential clerical duties.
- Participate with management team in long-term strategic planning processes as well as short-term problem solving related to community and economic development.
- Support overall Smith River Rancheria operations by assisting in special projects as directed or requested by the Tribal Administrator.
- Provide logistical support for meetings, including but not limited to: booking meeting locations or rooms, arranging meal and beverage service (as needed); ensuring required equipment and media are available and tidying at the end of the meetings.
- Attend meetings as requested.
- Perform and/or delegate short or long term tasks as directed by the Tribal Administrator, keeping a record of tasks and their assigned staff.
- Assist the Tribal Administrator in tracking and implementing internal and external reporting systems.

- Assist in researching policies and procedures as necessary for proper functioning of programs and departments.
- Ensure that established policies and procedures are updated as technology and needs dictate.
- Compose correspondence and other written materials, as directed.
- Maintain an effective and professional working relationship with the Tribal Members, general public, various clientele, co-workers, other governmental agencies and Tribal Council members.
- Implement and monitor department standards to ensure quality work, access and input information into moderately complex computer database.
- Plans, coordinates and works with the Fiscal Department to ensure fiscal accountability for tribal events.
- Work with the Tribal Facilities Maintenance Manager in scheduling and maintaining the K'vsh-chu Building, the Howonquet Hall Community Center and any other Tribal properties as deemed necessary.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

Supervisory Responsibilities:

The Operations Manager is responsible for the overall direction, coordination and evaluation of staff, carrying out supervisory responsibilities in accordance with the Smith River Rancheria policies, procedures and applicable laws as requested by the Tribal Administrator. Responsibilities include interviewing, hiring, training, and appraising performance of front office employees, as well as planning, assigning and directing work, discipline, addressing complaints and resolving problems of employees.

Minimum Qualifications:

- Four years of higher education required and five years office administration experience; or seven years of management experience with High School diploma or equivalent (GED).
- A minimum of five years of experience in the management/supervisor of a complex office environment.
- Knowledge of common office practices and computer literacy in a Microsoft Office environment is required.
- Demonstrable organizational skills required.
- The ability to take minutes and an ability to prioritize tasks in a multi-faceted environment is preferred.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical manuals, and government regulations. Ability to write reports, business correspondence, and procedure manuals, ability to effectively present information and respond to questions from groups of managers, clients and the general public.

Mathematical Skills:

Ability to work with mathematical concepts such as probability and statistical inference ability to apply concepts such as fractions, percentages, ratios, and proportions.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.

Physical Demands:

While performing the duties of this job the employee is regularly required to sit, use hands and fingers, handle and feel. The employee is frequently required to stand, walk, and ascend and descend steps. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/move 25 pounds.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Work Environment:

The noise level in the work environment is usually moderate,(examples: business office with computers and printer light traffic).

Drug-Free Work Environment:

Per Federal regulations, must submit to and pass a pre-employment drug and alcohol screening test as well as participate in random drug testing throughout employment.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____