



DELAWARE TRIBE OF INDIANS

JOB DESCRIPTION

Position:	Enrollment Clerk
Department:	Enrollment
Employment Status:	Regular/Non-Exempt
Class:	Full-Time / 8:00am – 5:00pm
Location:	Bartlesville, OK
Immediate Supervisor:	Enrollment Director

GENERAL DESCRIPTION:

The enrollment clerk will assist with daily duties to the director and department. The clerk is a first point of contact for incoming calls and enrollment inquiries. Knowledge of the Tribes enrollment process will be gained and is needed to assist potential tribal members. Be able to deliver step by step process on enrollment and help find answers to any questions members may have. Must learn and understand the numerical filing system. The clerk will complete all duties with the highest levels of customer/member service. The enrollment clerk will report directly to the enrollment director.

QUALIFICATIONS:

High School Diploma or GED. Prefer experience with Microsoft 2013 Office products and Progeny systems. 1 year clerical/admin experience or 1 year college completion.

PHYSICAL DEMANDS:

Must be able to lift or move up to 25 pounds. Employee is frequently required to sit, stand, walk, handle, lift and grab objects.

DUTIES AND RESPONSIBILITIES:

- Gives details on enrollment process while assisting potential members.
- Conduct all business with the highest levels of customer service. This includes phone calls, in person communication, emails, and mail.
- Learn and navigate through Progeny record keeping system. Entering of new members and maintenance of previous member's information.
- Create and update physical files for members, both new and previous.
- Create ID cards for new members and replacement of lost/old cards as needed.
- Update member's enrollment status or issues with applications.
- Communicate issues/errors with director and assist with rectifying as needed.
- Prepare and stamp outgoing mail. To be prepared under departments standards and comply with the USPS.
- Assist with inventory and supply order as needed.
- Take incoming calls and provide information to enrollment inquiries.
- Provide customer service as needed.
- Review, enforce and work under the guidelines for the Delaware Tribe of Indians Enrollment Act

This job description reflects the general functions required of the employee for this job, but the description should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, which may include changes to schedules of time and days, by the supervisor.