



DELAWARE TRIBE OF INDIANS

JOB DESCRIPTION

Position:	Enrollment Director
Department:	Enrollment Department
Employment Status:	Regular
Class:	Full-Time
Location:	Bartlesville, OK
Immediate Supervisor:	Tribal Operations Manager
Date Prepared:	December 2018

GENERAL DESCRIPTION:

The Director of the Delaware Tribal Enrollment Department is responsible for leading the Enrollment Department and its staff, preparing an annual plan and budget for the department, managing special projects that work toward the continual improvement of the department and its services, and ensuring all department staff perform their duties in a manner that positively represents the Delaware Tribe of Indians. This is one of the most visible departments in the Tribe so professional appearance, conduct, customer service and confidentiality is a must.

QUALIFICATIONS:

Bachelors Degree in Business Administration, Library Sciences or Indian Studies OR two to three years-experience in a tribal enrollment office.

- Requires a high level of personal integrity and ethics.
- Requires a high level of problem solving and organization skills.
- Requires familiarity with the concepts of project management and audits.
- Requires familiarity with the concepts of budget development and compliance with Tribal/federal budgets.
- Requires familiarity with planning concepts.
- Requires willingness and ability to learn new skills, including travel to conferences and training sessions.
- Requires ability to use Microsoft Office Suite programs as well as Microsoft Project. Proficiency in the Progeny program preferred but not required.
- Ability to become proficient in the Progeny Program within 30 days of hire.
- Requires excellent interpersonal communication and teamwork skills.
- Requires a high level of confidentiality due to the nature of the department.
- Requires excellent verbal and written communication skills.
- Must have good spelling, typing and computer skills.

DUTIES AND RESPONSIBILITIES:

- Provides direction and oversight to Enrollment Department staff, as well as delegates duties and projects.
- Provides exceptional customer service to Delaware Tribal members.
- Creates monthly, quarterly and annual reports on the Enrollment Department.
- Creates annual plans, including budgets.
- Maintains and researches list of "Lost Delaware" to update membership information.
- Trains all new hires in the Enrollment Department.
- Identifies and/ or develops appropriate policies and procedures for the department and update as needed.
- Creates and presents monthly resolution approving new Tribal members to the Tribal Council.
- Assures that electronic records for each Tribal member are created and maintained according to Tribal law.
- Provides statistical reports concerning membership to authorized parties.
- Provides mailing lists as needed to authorized individuals.
- Performs bi-annual audits of enrollment files and address findings to the Tribal Manager.
- Verifies enrollment of Tribal members to external sources (IHS, BIA, LIHEAP).
- Accepts a custodial responsibility for the Delaware Tribal Enrollment Department and all of the records housed in that department.
- Be present at work related events if they land on weekends or holidays.
- Supervises the enrollment staff and provides training and guidance as needed.
- Verifies eligibility for enrollment into the Tribe.
- Performs duties as assigned by the Tribal Operations Manager and Tribal Council.

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.

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.