



Job Title: Enrollment Services Coordinator
Department: Administration
Reports To: Administrative Services Director
FLSA Status: Non-Exempt
Salary Grade: \$24.29 – \$34.01
Location: Coos Bay, North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Administrative Services Director, the Enrollment Services Coordinator is responsible for administering the CIT ordinance for identifying, qualifying and enrolling prospective Tribal Members and maintaining a database of pertinent demographic and vital statistics of the Coquille Indian Tribal Members. Maintains the Coquille Indian Tribal Genealogy records. Helps manage the Elders Benefit Plan, Tribal Council Service Fund, Tribal Burial Fund and other Tribal Member services as assigned. Assists with staff travel and CIT event planning.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains current database of Tribal information. Updates existing records and creates new member records. Creates and produces reports, lists and mailing labels for all departments; coordinates integration with other departments. Creates personalized profiles for users. Trains new and existing users on database; answers inquiries.
2. Manages enrollment process and serves as enrollment liaison to potential members. Provides and collects necessary paperwork; creates new database records. Schedules DNA labs and processes payment requests. Orders vital records. Creates descendency chart from Family Tree program. Keeps enrollee up to date on enrollment progress.
3. Prepares documentation for Enrollment Committee. Meets with Enrollment Committee and compiles Committee responses and minutes.
4. Requests, prepares and presents resolution for Tribal Council meetings. Reports resolution approval to enrollee. Prepares and mails certificate and documentation to enrollee. Finalizes database with new enrollee information and updates family tree.
5. Provides official enrollment documentation for interdepartmental/benefit program and social service inquiries. Reports enrollment data to leadership and government officials.
6. Manages Elder Benefits and Tribal Council Service Fund eligibility reports. Tracks Elder demographics. Sends and collects benefit sign-up information.
7. Tracks deceased elders and beneficiaries, relays changes to Finance department. Manages beneficiary tax-exempt certification forms for Finance department.
8. Administers Tribal Burial Benefits. Informs Tribal Council of member passing. Communicates burial process to family member representative. Coordinates funeral service and columbarium niche faceplate

ordering. Creates payment requests. Gathers documentation, death certificate and invoices. Updates family tree and database.

9. Manages Family Tree program and software. Creates records for new enrollees. Maintains updated information and processes changes. Creates and prints family trees as needed.
10. Processes Tribal identification cards. Collects required information and photos. Creates ID using specialized software and printer. Produces letter for ID requestor.
11. Coordinates Potlatch Program. Creates mailing list of eligible recipients of annual gift card distribution. Determines type of gift card distributed.
12. Supports Tribal elections. Produces mailing list of eligible voters for candidates. Assists with mailing, inventory, and other tasks as necessary.
13. Assists and supports the Travel and Events Coordinator as needed.
14. Assists with other Tribal benefit programs as needed.
15. Performs front desk reception duties as necessary.
16. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, and sitting for extended periods of time. Requires occasional standing, walking, stooping, kneeling, crouching, or crawling. Work is generally performed in an office setting. Evening and/or weekend work may be required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality is grounds for immediate dismissal.
4. Ability to make decisions independently in accordance with established policy and procedures.
5. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
6. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
7. Ability to understand and interpret complex and technical documents as well as analyze the data contained in such documents.

8. Must have a foundational knowledge of tribal program, services, and departments.
9. Able to ensure good public relations by maintaining a cooperative and considerate attitude toward others.
10. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
11. Ability to operate Family Tree Maker, ID and label makers, and postage machine.
12. Ability to work with mathematical concepts such as basic arithmetic.
13. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

QUALIFICATIONS

1. High School Diploma or equivalent. Associate's degree in a relevant field preferred.
2. Five (5) years of relevant professional experience where the primary function is to help connect people with programs while providing excellent customer service and advocacy is required.
3. Ability to obtain and maintain Notary Public certification.
4. Excellent interpersonal and communication skills.
5. Strong understanding of CIT programs, services and departments required.
6. Knowledge of Tribal history and culture preferred.
7. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
8. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.