



6400 Redwood Drive, Suite 300, Rohnert Park, CA 94928 § 707-566-2288 § www.gratonrancheria.com

CITIZENSHIP SERVICES SPECIALIST

Job Description

Department:	Citizenship
Pay Range:	\$51.65 - \$72.31

Reports to:	Deputy Executive Director
Classification:	Full-time/Non-exempt

MISSION STATEMENT

The Federated Indians of Graton Rancheria exists to exercise its inherent sovereign powers, customs, and traditions; to perpetuate its unique Native heritage; to preserve and protect the rights and privileges of the Tribe; to establish justice in the conduct of tribal affairs; to work for the social and economic betterment of all Tribal Citizens; and to foster the value of education.

PURPOSE OF POSITION

The Citizenship Services Specialist is responsible for overseeing the daily operations of the Citizenship Department. This position represents the Tribe with professionalism and integrity while working with Citizens, staff, and the broader community. The Citizenship Services Specialist provides program and administrative support for the Tribe's enrollment and citizenship processes, ensuring accurate recordkeeping, compliance, and responsive service to Tribal Citizens in accordance with federal and tribal laws, and all related policies and procedures.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Ensures the accuracy and proper maintenance of records for the Citizenship Department, including compliance with the Citizenship Statute.
- Oversees the timely completion of the biennial audit of Citizenship files and provides findings to the Deputy Executive Director, Executive Director, and Citizenship Committee.
- Provides oversight of the preparation, processing, and review of FIGR Citizenship applications, ensuring all submissions meet procedural requirements
- Conducts eligibility verifications for all Federated Indians of Graton Rancheria enrollment applicants.
- Processes citizenship and enrollment matters in accordance with Tribal law and prepares materials for review by the Citizenship Committee and Tribal Council. Establishes Citizen records following Tribal Council approval and inputs relevant data into the Progeny database system.
- Issues official enrollment verifications and Tribal Citizenship identification cards.
- Maintains an up-to-date and accurate Tribal Citizenship enrollment database and provides authorized parties with statistical and demographic membership reports.
- Prepares and distributes mailing lists as requested by authorized FIGR personnel.
- Provides verification of citizenship status and enrollment records to authorized Tribal departments to support program eligibility determinations.
- Responds to and supports Social Service matters involving Citizens, including verification of children's residential status.
- Assists FIGR departments with census data and collaborates on interdepartmental projects related to Citizenship.
- Provides timely and accurate oral and written responses to Citizen inquiries, maintaining documentation of all correspondence.
- Prepares and delivers regular written and oral reports to supervisor.
- Prepares monthly, quarterly, and annual department reports in a timely manner, as directed by supervisor.
- Maintains current knowledge of and adheres to all applicable federal and Tribal laws to ensure compliance.
- Participates in relevant conferences and training sessions to remain current on standards, legal requirements, and industry best practices in accordance with supervisor recommendations.
- Provides support and recommendations to the supervisor on initiatives and departmental priorities including annual department plan and budget.

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- May provide training support to other Tribal Benefits staff members.
 - Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** A combination of experience and education may be acceptable.
- Five (5) years of direct experience as a Tribal Enrollment Specialist or similar position.
- Education:**
- Associate degree in Business Administration, Public Administration, Records Management, or related field.
- License/Certification:**
- Must possess a valid driver's license and be insurable under the Tribe's policy.

PREFERRED QUALIFICATIONS

- Bachelor's degree in Business Administration, Public Administration, Records Management, or related field.
- Experience working with enrollment or records management in a governmental administrative setting.

SKILLS, ABILITIES, AND OTHER QUALIFICATIONS

- Ability to work independently within established policies, procedures, and schedules.
- Ability to exercise sound judgement and possess problem-solving skills involving variables in standardized situations and the ability to make decisions that are varied, and, in many cases, when there is no precedent to draw upon.
- Ability to establish and maintain strong interpersonal relationships with employees at all levels throughout an organization and to lead, create and promote a positive and supportive work environment.
- Ability to maintain strict confidentiality and exercise discretion, particularly regarding sensitive or confidential personnel or organizational matters.
- Ability to work efficiently and effectively when in high-pressure situations and under deadlines.
- Ability to delegate and conduct oversight appropriately to ensure timely completion of all required tasks and projects.
- Ability to master and effectively use the database and software systems used at FIGR.
- Ability to adhere to the highest level of professional ethical standards.
- Ability to learn and use specialized enrollment database software (e.g., Progeny) and standard office software.
- Demonstrate advanced analytical, organizational, and problem-solving skills.
- Demonstrate excellent verbal and written communication skills.
- Demonstrate accuracy and thoroughness, with the ability to monitor own work to ensure quality.
- Demonstrate a record of satisfactory performance in all prior employment as evidenced by positive employment references from previous employers.
- Demonstrate strong cultural sensitivity and ability to work effectively within a Native American tribal government environment.
- Knowledge and experience with Microsoft Office Suite, including Microsoft Word, Excel, PowerPoint, etc.
- Successful clearance of all pre-employment testing, background, and credit checks.
- Ability to perform other duties as assigned.

WORK ENVIRONMENT

Work environment: The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Early morning, evening, and/or weekend work may be required. Limited overnight travel may be required from time to time.

TRIBAL AND INDIAN PREFERENCE

The Federated Indians of Graton Rancheria is a federally recognized Indian tribe, and, pursuant to its Indian Preference Statute, gives preference in hiring in the following order of priority: (1) Citizens of the Federated Indians of Graton Rancheria, (2) Native Americans who are members of or affiliated with a California Indian Tribe with ties to Marin and Sonoma Counties, (3) Native

Americans who are members of or affiliated with any other California Indian Tribe, and (4) other Native Americans who are members of a Federally Recognized Indian Tribe.

Aside from employment preference as provided in this section, the Federated Indians of Graton Rancheria does not discriminate on the basis of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability, or political affiliation.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Background investigation: This position is subject to a criminal history background check, a suitability background check, and may be subject to a Fair Credit Reporting Act (FCRA) check. In addition, this position is subject to a background check to ensure compliance with Public Law 101-630, and the Indian Child Protection and Family Violence Prevention Act.

Drug and alcohol screening: All applicants must successfully pass a pre-employment drug and alcohol screening prior to beginning employment and will be subject to reasonable suspicion drug and alcohol testing.

DISCLAIMER: THE INFORMATION IN THIS JOB DESCRIPTION HAS BEEN DESIGNED TO INDICATE THE GENERAL NATURE AND LEVEL OF WORK PERFORMANCE BY EMPLOYEES HIRED FOR THIS POSITION. IT IS NOT DESIGNED TO CONTAIN, OR BE INTERPRETED AS A COMPREHENSIVE INVENTORY OF ALL DUTIES, RESPONSIBILITIES, AND QUALIFICATIONS REQUIRED OF EMPLOYEES HIRED FOR THIS POSITION. EMPLOYEES MAY BE ASKED TO PERFORM OTHER DUTIES AS NEEDED.

ACKNOWLEDGEMENT

I have reviewed the content of the **Citizenship Services Specialist** job description and have been provided with a copy of the job description. I certify that I can perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

Printed name

Signature

Date