



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

## CITIZENSHIP SERVICES COORDINATOR

### *Job Description*

<b>Department:</b>	Citizenship
<b>Pay Range:</b>	\$42.70 - \$59.78

<b>Reports to:</b>	Deputy Executive Director
<b>Classification:</b>	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 Coordinator provides administrative support to Federated Indians of Graton Rancheria Citizens and FIGR Tribal Government in all areas of Tribal Citizenship in accordance with the FIGR Constitution, Citizenship Statute, and supporting policies and procedures. The key role is managing critical deadlines and fulfilling the Tribe's obligations for security and confidentiality regarding Tribal Records of and for FIGR Citizens and families.

#### ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Updates and maintains enrollment records and the Tribe's enrollment database, ensuring accurate data entry and record integrity.
- Supports the handling and maintenance of citizenship and enrollment records and related departmental documentation.
- Accepts and tracks incoming citizenship applications.
- Assists with preparing data or information to include tribal membership and enrollment reports.
- Provides verification of citizenship status and enrollment records to authorized Tribal departments to support program eligibility determinations.
- Develops and maintains files as required, and updates database systems including those related to custody matters.
- Prepares citizenship lists, mailing labels, reports, or verification documents upon authorized request for official tribal purposes, in accordance with applicable policies, statutes, and confidentiality requirements.
- Assists with maintaining correspondence systems for all phone calls, emails, memorandums, and letters for Citizenship department.
- Assists with the preparation of background information and supporting documents for decisions regarding tribal enrollment.
- Collects and organizes historical data and maintains management of records to serve as a basis for reference in the process of roll making.
- Updates and maintains Base and Lineal Rolls for Tribal Citizenship enrollment in accordance with Tribal laws and policies and procedures.
- Works in collaboration with other Citizenship department employees to support department projects, initiatives, and priorities.
- 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 in preparing Citizen content and information related to Citizenship services for the monthly newsletter. Performs other duties, as assigned by supervisor.

## SUPERVISORY RESPONSIBILITIES

None

## MINIMUM MANDATORY QUALIFICATIONS

- Experience:** Three (3) years experience in administrative support, records management, tribal health benefits programs or related field.
- Education:**
- High school diploma or equivalent (GED)
- License/Certification:**
- Must possess a valid driver's license and be insurable under the Tribe's policy.

## PREFERRED QUALIFICATIONS

- Associate degree or Certification 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 maintain strict confidentiality and exercise discretion, particularly regarding sensitive or (and) confidential personnel or organizational matters.
- Ability to work efficiently and effectively when in high-pressure situations and under deadlines.
- 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 maybe 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, 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 ON THIS JOB DESCRIPTION HAS BEEN DESIGNED TO INDICATE THE GENERAL NATURE AND LEVEL OF WORK PERFORMANCE BY EMPLOYEES IN 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 Coordinator** job description and have been provided with a copy of the job description. I certify that I am able to 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:

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*Printed name*

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*Signature*

\_\_\_\_\_  
*Date*