



**KICKAPOO TRIBE OF OKLAHOMA**  
**Job Description**

**Job Title:** Administrative Assistant/Case Initiation Specialist

**Department:** Child Support

**Reports To:** Director of Child Support

**FLSA Status:** Non-Exempt

**Prepared By:** Human Resources

**SUMMARY**

The Administrative Assistant/Case Initiation Specialist performs clerical duties for the program, logs calls and requests for applications, provides initial contact to clients, and application intake. Duties also include Case Initiation responsibilities which consist of cross-referencing cases and database input. Will also perform financial tasks associated with collection and recording of child support payments.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide clerical support for the Child Support Director.
2. Greet the public, log, answer and respond to telephone calls, receive faxes.
3. Assist with the processing of Child Support payments.
4. Complete Case Initiation processes of new applications.
5. Investigate and search database systems for the purpose of cross referencing cases.
6. Distribute and receive program applications.
7. Build case on both databases utilized by this office.
8. Maintain supply room and equipment/building maintenance needs.
9. Direct clients to appropriate worker within the department.
10. Process and log all incoming and outgoing mail.
11. Performs travel liaison duties including travel arrangements and reimbursement for staff.
12. Respond to moderately complex telephone inquiries concerning child support cases.
13. Perform other duties assigned.

**QUALIFICATIONS**

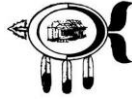
1. Associates Degree in accounting, paralegal or data entry field, or two years of equivalent experience in Child Support.
2. Excellent oral/written communication skills, record keeping, attention to details, data collection and computer skills including Power Point, Excel, Access and Microsoft Word.
3. Confidentiality is a high priority.
4. Must work well with the public.
5. Must be able to work well, both individually and as a team.
6. Possess a valid Oklahoma driver's license.
7. Pass a background and drug screening.
8. Must be able to travel.

**LANGUAGE SKILLS**

English language necessary. Kickapoo language a plus.

**REASONING ABILITY**

Must possess the ability to work responsively with effective communication skills both written and oral.



## **PHYSICAL DEMANDS**

Ability to sit for prolonged periods of time performing repetitive work at the computer. Some bending, stretching, and lifting.