

ONEIDA TRIBE OF INDIANS OF WISCONSIN

Human Resources Department

JOB DESCRIPTION

APPLY IN PERSON AT:

Human Resource Department

909 Packerland Drive
Green Bay, WI 54303



OR MAIL TO:

Human Resource
Department

P.O. Box 365
Oneida, WI 54155-0365

Phone: (920) 496-7900

Fax: (920) 496-7490

Job Line: 1-800-236-7050

APPLY ONLINE AT:

<http://oneida-nsn.gov>

POSITION TITLE: Governmental Services Division Director
POSITION NUMBER: 09009
DEPARTMENT: Administration
LOCATION: Social Services
DIVISION: Governmental Services
RESPONSIBLE TO: OBC Chairman or Designee
SALARY: E09 \$76,558/Annually (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Exempt
POSTING DATE: July 1, 2016
CLOSING DATE: July 12, 2016
Transfer Deadline: July 8, 2016
Proposed Start Date: As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Nation of Wisconsin does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

POSITION SUMMARY

Provide essential leadership and direction to all Human Service Areas within the Governmental Services Division (GSD) this includes: Arts Program, Education & Training, Cultural Heritage, Fitness, Parks & Recreation, Social Services, Transit and Veteran Departments. Responsible for the identification and obtainment of performance outcomes for each Human Service Area to include strategic planning, organizational development, operational and fiscal effectiveness within the Governmental Services Division based upon customer driven initiatives to include customer satisfaction survey. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide for the delivery of excellent customer service for all internal and external customers of the GSD operations at all times and in all activities. Establishes and maintains effective working relationships with all internal and external customers of Tribal operations. Develops solutions for customer concerns and continual focus on customer service as a top priority.
2. Provide leadership direction for the GSD personnel. Participate and input in senior management activities, strategic planning, budget development, and performance review processes. Ensure department personnel policies and procedures are developed, implemented, utilized and effective. Ensure effective human resources practices are in place and adhered to. Ensure employee review, counseling, development and recognition activities are in place and utilized effectively. Continually focuses on improvements in all human resources activities to ensure personnel growth and organizational effectiveness are continuously addressed.
3. Ensure GSD personnel understand their duties and responsibilities and have the resources available to carry them out. Establish performance measures for all activities of Operations. Monitor work performance and takes corrective actions to ensure the responsibilities of Divisional personnel are carried out. Ensure all personnel adhere to all established personnel policies and procedures and department standard operating procedures

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DUTIES AND RESPONSIBILITIES: (Cont.)

4. Continually assess and analyze all work performance activities for the purpose of improving all areas. Ensure systems that work activities are accomplished and in place. Ensure systems and people are aligned to provide results established in all areas. Make improvements as needed and recommend needed improvements to all Senior Management personnel.
5. Develop, maintain, and facilitate effective relationships, communications processes and activities with all GSD personnel, and all other internal and external customers. Ensure the Division generates reports for appropriate personnel in a timely and effective manner. Ensure established procedures, and processes are utilized at all times for maximum understanding and coordination. Conduct regular Divisional meetings for effective communications
6. Ensure compliance to all regulatory requirements in all areas at all times. Work closely with General Manager in establishment of needed results of this key area. Ensure all personnel adhere to all regulatory, audit, and legal regulations or laws and practices. Represent Division in management at meetings, in reporting, or any forum intended to address regulatory compliance of the Tribe.
7. Create a positive organization work culture and climate at all levels with an atmosphere of partnership with subordinates and work collaboratively at upper levels to improve the process and procedures that are impediments to positive and continuous change. Assure standard process and procedure compliance. Create organizational systems in which positive attempts at change can be collaboratively addressed and rewarded.
8. Provide leadership and direction to all departments of GSD.
9. Assist all Area Managers in the development of their annual budgets based upon performance outcomes and the coordination, compilation and submission of all budgets for the Human Services Area into a comprehensive, interdependent GSD budget.
10. Assume principal responsibility for fiscal management of the GSD in coordination with the annual Tribal budget.
11. Identify development of performance outcomes for all Human Service areas.
12. Develop and implement Customer Driven Services and operations throughout the GSD.
13. Develop and implement an Employee Competency Model for the GSD.
14. Develop, implement and maintain a Sustainable Oneida Community Plan for the GSD.
15. Develop and implement compliance and performance monitoring of all Human Service Areas.
16. Develop and implement evaluation activities to support Human Service Outcomes.
17. Ensure the Human Service areas are in compliance with Tribal Personnel Policies and Procedures and Department Standard Operating Procedures.
18. Develop quarterly and as needed performance reporting to the Oneida Business Committee.
19. Develop a Total Quality Service System to include bench marking, best management practices and philosophies, service quality development and deployment.
20. Develop and implement customer research and development processes and initiatives to drive service outcome planning, process improvement and customer satisfaction.
21. Develop, implement and maintain marketing and customer relations initiatives.
22. Develop annual goals and objectives and create a five (5) year service plan to meet the human service needs of the Oneida Nation.
23. Coordinate and facilitate the exchange of information between GSD and other divisions of the Oneida Nation.
24. Perform special assignments and/or projects as assigned.
25. Establish and maintain positive working relationships with local, regional, state and federal agencies and organizations.
26. Practice excellent customer service skills at all times to include, but not limited to, addressing customer and employee needs courteously and promptly.
27. Contribute to a team effort and accomplishes related results as required.
28. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
29. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
30. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently walk, sit; use hands; reach with hands and arms; and talk and hear.
2. Occasionally stand, stoop, kneel, crouch, crawl, and lift and/or move up to twenty-five (25) pounds.
3. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

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STANDARD QUALIFICATIONS:

1. Knowledge of modern office practices, procedures, and equipment.
2. Knowledge of the Oneida Community, its history and culture with the ability to integrate into work.
3. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
4. Ability to develop and maintain effective working relationships with a variety of individuals and groups in a complex, multi-cultural environment.
5. Ability to set goals, develops strategies and schedules for meeting goals, and anticipate obstacles and alternative strategies.
6. Ability to accomplish the quality and quantity of work expected within established deadlines and resources restriction.
7. Ability to assign responsibilities, allocate resources and coordinate the activities of others to meet objectives efficiently and effectively.
8. Ability to motivate, train, and work effectively with subordinates who have a variety of background and training.
9. Ability to initiate action, directs the activities of individuals, groups, and adapt personal leadership strategies to different situations.
10. Ability to create an environment in which subordinates are rewarded for accomplishments of group and individual goals.
11. Ability to employ participate management style advocating team concept. Must be a team player and have the ability to work under strict deadlines.
12. Ability to plan, conduct and participate in meetings in which the collective resources of the group members are used efficiently.
13. Ability to inform and communicate verbally and in writing in diverse and challenging situations.
14. Ability to process information effectively, learn new material, identify and define problems and recommend an appropriate decision path.
15. Ability to successfully cope with stressful conditions and situations.
16. Ability to present a professional appearance and demeanor as a representative of the Oneida Tribe in dealing with external governments and the general public.
17. Oneida Certification on reporting Child Abuse and Neglect is required within ninety (90) days of employment.
18. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
19. Must be willing and able to obtain additional education and training.
20. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
21. Must pass a background security check with the Oneida Tribe in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Tribe's Gaming Division.
22. A valid driver's license, reliable transportation, and insurance. Must obtain a Wisconsin driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal vehicle under the Oneida Tribe's Vehicle Drivers Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

PREFERRED QUALIFICATIONS: NONE

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
2. **Master's Degree in Human Services, Social Services, Education or closely related field and seven (7) years of demonstrated experience** in a successful management capacity similar to a general managers position; experience in proven leadership, supervision of professional staff, conflict resolution, negotiation skills, fund development, policy development and implementation, establishment of short and long term goals, measurement of quality services, fiscal management-budget experience, and writing/oral communication skills; **OR**

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MINIMUM QUALIFICATIONS: (Cont.)

Bachelor's Degree in Human Services, Social Services, Education or closely related field and (9) years of demonstrated experience in a successful management capacity similar to a general managers position; experience in proven leadership, supervision of professional staff, conflict resolution, negotiation skills, fund development, policy development and implementation, establishment of short and long term goals, measurement of quality services, fiscal management-budget experience, and writing/oral communication skills.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma, license, degree or certification prior to employment.**