

APPLY IN PERSON AT:
Human Resources Department
909 Packerland Drive
Green Bay, WI 54303



A good mind. A good heart. A strong fire.

OR MAIL TO:
Human Resources Department
P.O. Box 365
Oneida, WI 54155-0365

APPLY ONLINE AT:
<http://oneida-nsn.gov>

Phone: (920) 496-7900
Fax: (920) 496-7490
Job Line: 1-800-236-7050

POSITION TITLE: Assistant Division Director - Operations
POSITION NUMBER: 02510
DEPARTMENT: Administration
LOCATION: 1250 Packerland Dr Green Bay WI
DIVISION: Governmental Services Division (GSD)
RESPONSIBLE TO: Division Director
SALARY: E08 \$69,901/Annually (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Exempt
POSTING DATE: May 18, 2017
CLOSING DATE: June 5, 2017
Transfer Deadline: May 25, 2017
Proposed Start Date: As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Nation 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

Assist in the leadership, direction, and management of the Governmental Services Division (GSD). This position is responsible for assisting with the efficiency and effectiveness of day-to-day operations throughout the Division and providing effective and actionable leadership in the development and delivery of GSD related programs, services, and outcomes. Assist with Divisional operation plans, goals and objectives ensuring alignment with the Vision and Values of the Oneida Nation. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Deliver-and model excellent customer service for all internal and external customers of the GSD operations at all times and in all service activity.
2. Provide leadership in the development, implementation, monitoring, and compliance of a Strategic Plan for the area aligned with the Governmental Services Division, the national priorities and customer research.
3. Assist in personnel related activities across the Division to include, recruiting, hiring, training and development and corrective actions when required.
4. Participate in Division management activities, strategic planning, budget development, and performance review processes. Ensure effective departmental standard operating procedures are developed and implemented.
5. Assist GSD leadership with the development and support of employees and program systems Coach and train on topics needed for professional development (e.g. crucial conversations, conflict resolution, customer service, time management, teamwork, problem solving, wellness, etc.)
6. Assist GSD leadership with compliance and regulatory requirements affecting GSD operations. May represent the Division at meetings, in reporting, or any forum intended to address regulatory compliance of the Tribe.
7. Assist GSD 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 Governmental Service Division budget.
8. Advise on preparation and updating operational plans to include, but not limited to, regulations, customer outcomes and funding requirements.
9. Assist with the implementation and maintenance of Total Quality Management practices, industry best practices, maximum utilization of the GSD Service Network and inter Division collaboration.
10. Assist in coordinating and facilitating the exchange of information between Governmental Services Division and other divisions of the Oneida Nation.

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DUTIES AND RESPONSIBILITIES: (Cont.)

11. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
12. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
13. 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. Work is generally performed in an office environment.
4. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

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, develop 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 initiate action, directs the activities of individuals, groups, and adapts personal leadership strategies to different situations.
9. Ability to employ a management style advocating team concept. Must be a team player and have the ability to work under strict deadlines.
10. Ability to plan, conduct and participate in meetings in which the collective resources of the group members are used efficiently.
11. Ability to inform and communicate verbally and in writing in diverse and challenging situations.
12. Ability to process information effectively, learn new material, identify and define problems and recommend an appropriate decision path.
13. Ability to successfully cope with stressful conditions and situations.
14. Ability to present a professional appearance and demeanor as a representative of the Oneida Nation in dealing with external governments and the general public.
15. Oneida Certification on reporting Child Abuse and Neglect is required within ninety (90) days of employment.
16. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
17. Must be willing and able to obtain additional education and training.
18. Must pass a pre-employment drug screening. Must adhere to the Oneida Nation's Drug and Alcohol Free Workplace Policy during the course of employment.
19. Must pass a background security check with the Oneida Nation 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 Nation's Gaming Division.
20. 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 and Tribal vehicle under the Oneida Nation's Vehicle Drivers Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

PREFERRED QUALIFICATIONS:

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

1. Training experience in the areas of wellness, communication, crucial conversations, problem solving, team building, coaching techniques, customer service, and time management strategies is preferred.

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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 Business, Management, Human Resources, Human Services, Education, or closely related field; five (5) years of management experience; supervisory experience of professional staff including 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; an equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:

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