

Eastern Band of Cherokee Indians Job Description

Position ID Number: Last Revised: 10/19/2020

Position Title: TERO Compliance Officer Department: Tribal Employment Rights Office

Reports to: TERO Director **Division:** Independent

Primary Function:

Performs various clerical and related administrative duties in support of Tribal Employment Rights Office (TERO) in relation to Indian Preference in hiring, contracting and sub-contracting with the Tribe, its entities, and covered employers. Monitors compliance and conducts compliance investigations. Maintains specified records, files and logs to ensure accurate reporting of office activities. Responsible for investigations into organizations and companies on the Qualla Boundary. Conducts site visits to ensure compliance with all Tribal, Federal, and State Employment Laws. Issue citations for non-compliance.

Job Duties and Responsibilities:

- Provides outreach and education of Indian owned businesses relative to Chapter 92 and Chapter 95 of the Cherokee Code, Federal Laws, Tribal Laws, and OSHA.
- Compiles data on TERO compliance and accomplishments into reports as required.
- Provides answers to inquiries from data contained financial files and records when appropriate.
- Monitors compliance following established policies and procedures.
- Receives complaints relative to compliance and institutes compliance investigations in accordance with policies and procedures.
- Assists Indian firms in obtaining certification as requested making appropriate referrals for services needed.
- Assists individuals seeking participation with the Tribal Job Bank.
- Composes and types minutes, letters, memos, reports as required.
- Assists throughout the department as needed to facilitate work flow.
- Performs job duties according to established safety guidelines and tribal policies.
- Performs other duties as requested.

Education /Experience:

- ➤ Bachelor's degree in Business Administration, Management or closely related education field required. The equivalent combination of education, related experience and training six to eight (6-8) years may be accepted in lieu of degree requirement.
- Two years work experience in Economic Development, the Tribal Legal System, Tribal Employment Rights, Administration, or related field required.
- ➤ Valid NC Driver's License required. Must possess or able to obtain Audit Certification within two years of employment. Position will require twelve months to become proficient in most phases of the job.

Job Knowledge:

Must have knowledge of policies, procedures and operational guidelines of the TERO program. Knowledge of the Tribal Court System is required with a working knowledge of the unique federal, state and tribal relationships existing in the reservation environment, and laws applicable to the same. Must have knowledge of accounting principles and practices and of general office procedures. Must be able to operate a computer, calculator, telephone, copy machine, facsimile, postage machine and other office equipment as required. Must have the ability to write routine correspondence and create standard reports. Requires the ability to organize work, deal effectively with the public, communicate effectively both verbally and in writing, follow instructions and work as a member of a group or independently. Must possess a valid North Carolina driver's license. Must have an understanding of the Tribal Business Preference Ordinance and other applicable state and federal regulations

Complexity of Duties:

Deals with tasks, which are repetitive and routine involving clerical and administrative duties. Judgment and initiative are required to maintain accuracy and efficiency. Planning, problem solving, and resourcefulness are necessary to respond appropriately to situations, establish work priorities, and meet scheduled deadlines.

Contact with Others:

Interacts frequently with coworkers and other tribal personnel. Has phone contacts with outside vendors where the use of business etiquette, tact and courtesy are required to maintain positive relations. The nature of contacts involve discussions, the exchange of information and responding to questions.

Confidential Data:

Has access to and works closely with all TERO information which is considered confidential and would not be in the best interest of the program to disclose. Must adhere to all tribal confidentiality policies and procedures.

Mental / Visual / Physical Effort:

Close attention to detail and mental concentration are required for duties involving the computer, record keeping and compiling data. Subject to frequent interruptions both by phone and inperson which requires varied responses with each contact. While in the office the duties of this job routinely require, standing, walking, sitting, kneeling, reaching, speaking, seeing and hearing. Must be able to lift light to moderately heavy packages.

Environment:

Works in a normal office environment with frequent visits outside the office. Must work onsite at construction sites with exposure to potentially dangerous situations.

Responsibility for Accuracy:

A high degree of accuracy is required in typing correspondences and memos. Accuracy is needed in phone discussions, in receiving and relaying messages. Proofreading and editing would detect most errors. Undetected errors could result in confusion and damage relations with other departments or individuals. Work is subject to review by and is approved by the TERO Compliance Manager prior to submitting to others.