



Job Posting

Job title: TANF Clerk

Location: Pala, CA

Application Deadline: Open until filled (*Early applications encouraged*)

Compensation: Minimum of \$19.00/hour. DOE

Benefits: *Paid Holidays *Rich Medical, Dental & Vision *Generous Vacation & Sick *401(k) Match

Status: Full Time/Regular position

Job Summary

Under the general supervision of the TANF Site Manager, the TANF Clerk provides comprehensive administrative and clerical support to ensure the efficient daily operations of the Tribal TANF program. This position serves as a key support role to multiple TANF departments, including but not limited to, Career Development, Eligibility, Education Coordinator, and Caseworker.

The TANF Clerk is responsible for maintaining organized filing systems, entering and managing data, conducting participant pre-screenings, and preparing routine correspondence and reports. The position supports program staff by ensuring timely processing of documentation, assisting with participant follow-up, and facilitating communication across departments. The TANF Clerk operates standard office equipment and systems and may provide front office and driver coverage or assist other departments as needed. This role is essential in supporting program compliance, accurate recordkeeping, and effective service delivery to participants

Essential Functions

1. Serves as administrative support to TANF departments, including but not limited to, Career Development Specialists, Eligibility Specialists, Education Coordinators, and Caseworkers, by assisting with documentation, file maintenance, and general clerical functions.

2. Supports staff by monitoring documentation timelines and assisting with tracking outstanding items to ensure compliance with program policies and deadlines.
3. Contributes to overall team operations by providing cross-functional support, including assisting with special projects, event preparation, and coverage for other administrative or program staff as needed.
4. Assists in the preparation and compilation of program reports, statistical data, and departmental documents, ensuring accuracy and timeliness.
5. Follows up with participants as directed regarding program requirements, including Monthly Eligibility Reports (MERs), childcare documentation, mileage verification, and other required forms.
6. Completes and tracks all TANF participant pre-screenings in a timely and accurate manner, ensuring proper documentation and routing.
7. Assists with mail distribution, document processing, and coordination of forms and communications across TANF departments.
8. Performs data entry and database maintenance, ensuring all participant information and case-related documentation are entered accurately and in real time.
9. Provides front office and administrative support by answering phones, greeting participants and visitors, and directing inquiries in a professional and courteous manner; provides coverage in the absence of Receptionist or Administrative staff as needed.
10. Maintains organized and up-to-date filing systems (electronic and hard copy) for participant records, correspondence, reports, and program documentation in compliance with program requirements.
11. Drives company vehicles, as assigned, for program-related purposes such as delivery of documents, supplies, or participant-related services, in accordance with TANF policies; travel may include rural and urban areas, including reservations, mountain regions, freeways, and unpaved or dirt roads.
12. Attend special events and activities for outreach or networking purposes.
13. Performs other duties as assigned to support the goals and operations of the Tribal TANF program.

Job Requirements and Qualifications

Education & Experience:

- High School Diploma or GED required
- One (1) year of clerical, administrative support, or office experience.
- Associate's Degree or coursework in business administration, social services, or a related field.

- Experience working in a Tribal TANF program, social services, or a community-based program.
- Familiarity with case management systems, data entry systems, or eligibility-related processes.
- Experience working with Native American communities and an understanding of cultural values and community needs.

Certificates & Licenses:

- Valid California Driver's License with driving record acceptable to SCTCA's insurance.

Knowledge, Skills, and Abilities:

- Strong organizational skills with attention to detail and accuracy in data entry and documentation.
- Effective communication skills and the ability to interact professionally with participants, staff, and partners.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and the ability to learn internal databases and systems. Knowledge of general office procedures, administrative practices, and recordkeeping systems.
- Ability to prioritize tasks, meet deadlines, and work both independently and as part of a team.
- Ability to support multiple program areas, including, but not limited to, Career Development, Eligibility, Education Coordinator, and Caseworker.
- Basic knowledge of Tribal TANF programs and services, or the ability to quickly learn program requirements and policies.
- Understanding of confidentiality standards and the ability to handle sensitive information with discretion.

Physical:

- Typically requires sitting for extended periods of time. Lifts and moves objects frequently weighing up to 25 pounds. Primarily an indoor office environment.

Conditions of Employment:

- Candidates are required to successfully complete required background check, including Live Scan and drug screening.

Other Information

In addition to the essential duties listed above the TANF Clerk is expected to:

1. Demonstrate tact and a high level of professionalism due to the sensitive and highly confidential nature of the position.
2. Consistently report to work on time prepared to perform the duties of the position.

3. Possess excellent oral and written communication skills.
4. Communicate regularly with supervisor about department issues.
5. Demonstrate the ability to handle difficult situations with respect and courtesy.
6. Possess the ability to work effectively with people from diverse cultural, ethnic and socio-economic backgrounds.
7. Be flexible for periodic after-hours and weekends. Scheduled travel (outside of the SCTCA service area or in a different county) will be required depending on workload, workshops, trainings, etc.
8. Be detail oriented and possess strong organizational skills.
9. Demonstrate efficient time management and prioritizes workload daily.
10. Maintain heavy paperwork and processing in a fast-paced work environment.
11. Work independently and as a team to meet timelines.
12. Be thoroughly knowledgeable of all TANF guidelines at all times.
13. Make sound rational decisions and recommendations without bias.
14. Participate in various departmental meetings and/or committees.
15. Assist with temporary training support of TANF staff.
16. Travel between office sites may be requested to assist with training support/office coverage or as needed.
17. Encourage and build mutual trust, respect, and cooperation among team members.
18. Develop and maintain constructive and cooperative working relationships of trust, confidence, and good rapport with staff, administration, and program participants.
19. Other projects and responsibilities may be added at the manager's discretion, such as participation in Social Work conferences, Health Fairs, Career Fairs, Graduation events, etc.

About Our Company

The Southern California Tribal Chairmen's Association (SCTCA) is a multi-service non-profit corporation established in 1972 for a consortium of 26 federally-recognized Indian tribes in Southern California. The primary mission of SCTCA is to serve the health, welfare, safety, education, cultural, economic and employment needs of its tribal members and enrolled Indians in the San Diego County urban areas. A board of directors comprised of tribal chairpersons from each of its member Tribes governs SCTCA.

How to Apply

Preferred method: Apply online at <http://sctca.applicantpro.com/>

- A. Apply in person and submit a **completed Application for Employment with a resume** to the Human Resources office*, located at 11475 Nejo Rd. Bldg H. Pala, CA 92059. *Office subject to closures.
- B. Fax a **completed Application for Employment and resume** to 760-742-8610.

Note: The Application for Employment can be found at www.sctca.net, under the "Careers" link.

Next Step in the Process

1. If you are selected to move forward, you will be emailed an online assessment.
2. If you are not selected, you will receive a denial email.

Note: These emails could possibly go to the spam folder, so please check there as well.

SCTCA IS AN “AT-WILL” EQUAL OPPORTUNITY EMPLOYER WITH NATIVE AMERICAN PREFERENCE

To be considered under Native American Preference, you must submit verification of Tribal affiliation with your application.