Chickahominy Indian Tribe Vacancy Announcement

Open Position: Elder Support Representative

Position Summary: The Elder Support Representative is a part-time position within the Chickahominy Tribe’s Title VI program and is contingent upon grant funding. The Elder Support Representative reports to the Title VI program director and is primarily responsible for phoning elders a couple of times per week to check in and see if they have any needs or concerns.

Salary and Benefits: The salary for this position is $15/hour. Benefits for eligible employees working 20 or more hours per week include paid time off (PTO), paid holidays, and bereavement leave. The CIT does not currently offer health, dental, or retirement benefits.

Position Responsibilities:
- Place calls to Chickahominy Elders to check in and identify any needs or concerns they may have;
- Reports elder issues or concerns to the program director;
- Document all call information according to standard operating procedures;
- Provide appropriate service information (i.e. info about meal delivery, referrals to other services, etc.);
- Research information pertinent to elders and provide via phone or mail (i.e. fall prevention, healthy eating, etc.);
- Follow up with elders as needed;
- Complete call logs and reports;
- Other duties as assigned.

Position Requirements:
- Must be professional, organized, and able to communicate clearly with others;
- Positive attitude with a willingness to help and serve others;
- Proficient with technology and Microsoft Office to input tracking data;
- Excellent data entry and typing skills;
- Superior listening, verbal, and written communication skills;
- Prior call center experience a plus.

Position Qualifications:
- Minimum of High School Diploma or GED

Application Process:
- Applicants must submit a completed job application, cover letter, and resume.
- Applications must be received no later than September 23, 2020.
- Incomplete and late applications will not be considered.
• Applications may be mailed to:
  Chickahominy Indian Tribe
  ATTN: Lindsey Johnson
  8200 Lott Cary Rd
  Providence Forge, VA 23140
• Applications may also be emailed to Lindsey.Johnson@chickahominytribe.org.
• The Chickahominy Indian Tribe observes Indian Preference in its hiring practices. The legal authority for Indian Preference can be found in Title 25, United States Code (USC) 472, 472a, and 47; Title 25, Code of Federal Regulations, Part 5. The CIT will place all qualified applicants into one of three hiring categories listed below, in order of preference:
  o Chickahominy Indian Tribal Citizen
  o Citizens of other federally recognized Indian Tribes
  o General applicants