TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Office Support/Receptionist**
SUPERVISOR: Child Support Director
LOCATION: LDF Child Support Agency
POST DATE: **June 9, 2026**
CLOSING DATE: **June 23, 2026**

General Description: The primary responsibility of this position is to provide the agency with the ability to greet the public and direct them to the correct child support worker or other agency as needed. The position is also responsible for the general office and administrative support functions as well as the ability to maintain the child support agency's security.

Qualifications: High School Diploma or equivalent is required. Two years' experience in an office setting working with the public is required.

Salary: $17.00-$22.00/hr. depending on qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: Office Support/Receptionist

B. DEPARTMENT: LDF Child Support Agency

C. SUPERVISOR'S TITLE: Child Support Director

D. DESCRIPTION OF DUTIES: The primary responsibility of the Office Support/Receptionist is to provide the agency with the ability to greet the public and direct them to the correct child support worker or other agency as needed. The position is also responsible for general office and administrative support functions as well as the ability to maintain the child support's agency security. Specific responsibilities include but are not limited to the following:

1. Perform reception duties, including answering phones, assist walk-ins, relaying messages and providing general program information and materials to the public.
2. Greet visitors and notify staff of visitor's arrival.
3. Assist customers with appropriate paperwork and referrals.
4. Obtain appropriate identification needed for assistance: identification, birth certificates, etc.
5. Schedule appointments and maintain agency calendar.
6. Check mail, sort, and distribute all incoming correspondence and faxes to appropriate staff members.
7. Responsible for office inventory and ordering supplies.
8. Maintain security and confidentiality by following agency procedures.
9. Maintain visitor, mail, and phone call tracking system.
10. General office work and maintain organization of filing system.
11. Perform administrative and clerical support services for all staff meetings, workshops, travel, community forums, etc.
12. Ability to navigate between different computer programs such as excel, word, and State of WI KIDS system.
13. Must be able to work effectively with other tribal, state, and federal departments.
14. Must be able to function in a respectable manner to all contacts, resources, individuals, who contact the agency.
15. Adhere to LDF Child Support Services Agency, Federal Child Support Regulations, and IRS Safety Guidelines.
16. Regular attendance and punctuality required.
17. Must be able to travel for training sessions as the need arises.
18. Other duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with Child Support Agency staff, Courts, etc.
2. **External:** Frequent contact with general public, parents, and other agency staff.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Supervision received from Child Support Director

H. EDUCATION: High School Diploma or equivalent is required.

I. EXPERIENCE: Two years working in an office setting with the public is required.

J. SKILLS:

1. Ability to function well in a team-oriented environment, utilizing team resources when appropriate.
2. Must possess good verbal and written communication skills.
3. Ability to operate a variety of office equipment including a computer, calculator, fax, and telephone, etc.
4. Must be dependable and conscientious, positive initiative, self-motivated, and capable of working independently.
5. Ability to develop and maintain professional relationships with a variety of individuals and groups in complex environments.
6. Excellent organizational skills are required.
7. Must have the ability to prioritize work and work on numerous tasks, meet strict deadlines and successfully cope with challenging situations and conditions.
8. Must be willing and able to obtain additional education and training as needed.
9. Must have and maintain a valid WI Drivers license and be insurable.
10. Must be knowledgeable or have the ability to acquire the knowledge of the Lac du Flambeau Tribe and its families.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Office setting
2. **Exposure to Hazards:** None
3. **Physical Requirements:** Standing, sitting, walking, and bending.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Office Support/Receptionist to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. As an employee of the Tribe, he/she will be subject

to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURES:

_____		_____	
Employee	**Date**	**Manager**	**Date**
__Previously signed_____		_Previously signed_____	
Tribal Administrator	**Date**	**Human Resources Director**	**Date**