



Bois Forte Band of Chippewa

5344 Lakeshore Drive ▪ Nett Lake MN, 55772 ▪ 218-757-3261/1-800-221-8129

OFFICE SUPPORT SPECIALIST (NOT TO EXCEED 1 YEAR)

Position Description

Opens: September 25, 2025			
Closes: October 10, 2025			
Department:	Housing	Reports to (title):	Housing Director
Job Code:	N-8	Job Location:	Bois Forte Housing-Nett Lake, MN
Pay Range:	Min: \$16.05 Mid: \$20.06 Max: \$24.07	Supervises:	None
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full-Time	Effective Date:	10/01/2025
Indian Child Protection Background:	No	Revised Date:	10/01/2025
Telecommute:	No		

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as “Band”).
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

POSITION PURPOSE

The Office Support Specialist will be responsible for assisting in processing applicants for housing in all rent assisted programs operated by Bois Forte Housing which includes: ensures applicant eligibility, certification, and recertification, including all pertinent documentation obtained. Processes application and places certified applicants on the qualified program waiting/transfer list. Will be responsible for performing clerical, administrative and receptionist functions. Provide a friendly reception for clients and visitors of Bois Forte Housing and direct it to the appropriate department. Provide general information and assistance regarding programs and services. Liaison for incoming phone call correspondence. Maintains office functionalities.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Provide friendly, professional greetings to all guests and clients of Bois Forte Housing.
2. Provide a helpful, professional atmosphere and attitude when dealing with the Public.
3. Provide direction and general information for departments and programs of Bois Forte Housing.
4. Answer the telephone, forward to the appropriate staff and or take messages, serve as back up for the Housing Maintenance unit as needed. Assures that messages are relayed to the pertinent employee.
5. Responsible for distribution of incoming mail.
6. Responsible for the preparation, posting and or relaying of notices of Bois Forte Housing functions and or closings to the public and Bois Forte Reservation entities, as necessary.
7. Maintain inventory of office supplies, requests purchase orders and obtain authorization for ordering needed supplies and materials.
8. Provide technical assistance/trouble shooting when able or contacts assistance for copier/fax/scan, email, and internet issues.

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9. Responsible for updating the information for the Bois Forte Housing Program's website.
10. Coordinate and arrange meetings, take minutes of meetings.
11. Write memos and letters as needed.
12. Generate work orders as needed.
13. Responsible for Bois Forte Housing Program's application intake process.
14. Process application and places applicant on the qualified program waiting list upon certification.
15. Communicate with applicants to ensure submission of all required documentation.
16. Verify of qualification criteria and documentation including prior rental history and references.
17. Update and maintains waiting list/transfer list of all programs of the Bois Forte Housing.
18. Assure all documentation required is secured and filed appropriately according to program requirements.
19. Assist with the oversite of certification, re-certification, and update process of active tenants/constituents for eligibility as needed.
20. Document information into database (HDS) for tenant compliance and monitoring.
21. Maintain a working knowledge of all Bois Forte policies, procedures, and lease agreements.
22. Responsible for making admission recommendations based on waiting/transfer list for all programs administered by Bois Forte Housing.
23. Assist with admission procedures including tenant orientation, verification of utility transfers, security deposits, monthly payment determination, lease execution and generating of selection letters.
24. Send affirmation of application eligibility upon certification to applicant.
25. Responsible for maintaining program files relating to admissions and occupancy.
26. Reconcile tenant accounts as needed.
27. Respond to client inquiries in a professional and timely manner.
28. Adhere to strict confidentiality of clients and department data.
29. Attend meetings and training courses as required.
30. Submit monthly report to the Housing Director.
31. Work closely with all Bois Forte Housing/Maintenance staff to ensure efficient operation of the department.
32. As an employee of the Bois Forte Reservation, will follow the Bois Forte Procurement Policy and any other applicable procurement requirements when obtaining goods and/or services for the Bois Forte Band of Chippewa.
33. Any other job-related duties as assigned by the Housing Director.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• Minimum of 3 years' experience in Housing or Human Service field preferred. |
| Education: | <ul style="list-style-type: none">• High School Diploma or GED. |
| License/Certification: | <ul style="list-style-type: none">• Must work toward obtaining a NAIHC Certification. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Must have excellent organizational, public relations, interpersonal, oral, written, and communication skills.• Must be able to work independently, with minimal supervision.• Must be dependable and reliable.• Must have knowledge of general business practices, office and filing procedures, certification, and documentation techniques.• Knowledge of Bois Forte Reservation communities, residents, services, and area resources.• Experience and proficiency in Microsoft based computer application Programs: Word, Excel, Power Point, Internet software, HDS software, and appropriate storage of electronic files.• Must adhere to all confidentiality requirements.• Must be willing to learn all aspects of providing housing services and to pursue appropriate certification.• Sensitivity to Indigenous culture.• Must have the ability to learn and adhere to NAHASDA, all government regulations and Housing policies.• Ability to perform other duties as assigned.• Ability to be a team player in the Housing team.• A record of satisfactory performance in all prior and current employment as evidenced by |

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positive employment references from previous and current employers.

PREFERRED QUALIFICATIONS

- Associates degree.

WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.
Mental demands:	There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

OTHER

Confidentiality:	All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.
Background Investigation:	This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
Drug Screening:	All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS. Please visit our website at www.boisforte.com/employment to complete an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Specialist 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-6781, hrgeneralist@boisforte-nsn.gov Applications received after the closing date will not be accepted.