



Tucson Indian Center

160 North Stone Avenue • Tucson, Arizona 85701
Mailing Address: P.O. Box 2307 • Tucson, Arizona 85702
Telephone: (520) 884-7131 • Fax: (520) 884-0240
www.ticenter.org

Job Description

Job Title: Client Services & Support Specialist

Salary: \$14.35 - \$19.07 per hour – Non-Exempt, DOE

Status: Permanent, Full-Time

Hrs./WK: 40

Department: Operations

Job Location: Tucson, Arizona

Nature of Work

Tucson Indian Center (TIC) is seeking professionals who share our values and principles for building trust with and supporting the Urban Native American Community within the Tucson Area. Successful Candidates understand diverse perspectives, Respect Multi-cultural backgrounds, and are sensitive to individuals and their circumstances. Candidates display Commitment to Teamwork, Open Communication, and are eager to work in a fast-paced, high-quality environment. TIC provides outstanding benefits that include Health, Dental, and Vision at no cost to active employees (family coverage available at a cost to employees). The Client Services & Support Specialist will work under the direct supervision of the Operations Director.

Essential Functions

- Provide World Class customer service to clients and internal/external customers consistently.
- Display a genuine desire to provide service to the Grant Staff in the center as well as those clients and guests that come into the center daily.
- Implement daily activities related to accurately receiving and routing phone calls.
- Continually display courteous phone etiquette.
- Complete appropriate documentation from clients who are utilizing the services Tucson Indian Center provides.
- Inventory and control incoming items for the center's Food / Diaper Bank daily.
- Act as the point of contact for the Food or Diaper Bank.
- Display outstanding teamwork on a consistent basis.
- Completing general office tasks as required within the department.
- Provides support to other departments as needed.
- Complete other duties and responsibilities required to support the center daily.



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Minimum Qualifications

- The ability to work with minimal supervision.
- The ability to provide high quality work in a timely manner.
- A commitment to a high level of accuracy.
- A High level of professionalism / confidentiality / attention to detail
- Good judgement.
- The ability to manage interruptions during the workday and to get back on schedule.

Required Experience and Training

- Associate's Degree preferred, but not required.
- Minimum of a High School Diploma or GED with one year of clerical support work experience.

Additional Requirements

- Must possess valid Arizona Driver's License
- Must pass Driver Insurance Carrier's requirements
- Must obtain a HIPAA certification within 2 weeks of hire.
- Must obtain certifications in Cardio Pulmonary Resuscitation (CPR), Automated External Defibrillator (AED) and First Aid within 3 months of hire.
- Must pass Arizona DPS Fingerprint Clearance (Class I & II)
- Must pass and submit to periodic/random drug testing

Working Conditions

- Exposure to communicable disease & bloodborne pathogens, unpredictable environmental conditions, physical requirements.
- Exposure to communicable diseases such as COVID-19 or bloodborne pathogens is a risk of this position.
- Unpredictable environmental conditions range from working in a climate-controlled office/clinic setting to working in a patient's home, outside, in extreme temperatures, or in spaces with poor ventilation.
- While performing the duties of this job, the employee is regularly required to stand, walk, and drive in the Tucson Urban area.
- The employee is occasionally required to sit; balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 30 pounds.



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Supervisory Status:

- Non-Supervisory
- Reports to Operations Director

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.

Additional consideration is also given to honorably discharged veterans and protected veterans.

- *Veterans who earned an Armed Forces Service Medal "pursuant to Executive Order 12985."*
- *Those who served on active duty in the US Military during an expedition, campaign, or war on the ground, naval, or air service.*
- *Recently separated veterans (3 years following separation from service)*
**All discharges besides dishonorable may receive protected veteran status.*

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