

Santee Sioux Nation

TRIBAL ADMINISTRATION / OFFICE OF HUMAN RESOURCES
SIDNEY A. TUTTLE, SR. HRD

Chairman: Alonzo Denney
Vice-Chairman: Kameron Runnels
Treasurer: David Henry
Secretary: Andrea McBride
Hobu Creek Dist. Rep.: Byron Tuttle
Howe Creek Dist. Rep.: Carrie Rouillard



425 Frazier Ave. N. Suite 2
Niobrara, NE 68760-7219
Phone: (402) 857-2302
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Santee Dist. Rep.: Vietta Swalley
Bazile Creek Dist. Rep.: Sandra Henry

VACANCY ANNOUNCEMENT

Position: SSN Heart Program Office Manager
Department: SSN HEART Program
Supervisor: SSN HEART Program Director
Classification: NON-EXEMPT
Status: FTE 40 HOURS PER WEEK, PERMANENT
Supervisory: No
Salary: \$17.00-\$19.50
Posted: 11/04/2025-11/18/2025

GENERAL OVERVIEW:

Job Summary: The Office Manager is responsible for the support aspects of the H.E.A.R.T. Program. The primary role of the Office Manager is to ensure the smooth and orderly operation of administrative and client services. Positive and courteous interactions with the clients, staff and other community agencies are an essential aspect of this job.

DUTIES AND RESPONSIBILITIES:

- Answers incoming calls, determining the need of the caller, and relaying the call.
- Greets visitors, ascertaining their needs and providing direction as needed.
- Maintains a high level of customer service and accuracy.
- Is knowledgeable about all the services provided by the H.E.A.R.T.
- Communicates proactively and assists clients with questions and requests.
- Receives incoming referrals and schedules provider appointments.
- Refers crisis situations to appropriate provider or immediate attention.
- Assist clients in the completion of all required intake documentation in a timely manner.
- Coordinates intra-and interagency referrals to ensure appropriate and coordinated service provisions.
- Follows up with clients to help ensure that all appointments are kept.
- Coordinates travel arrangements for clients on an as needed basis.
- Scans pertinent documents to client electronic files.
- Coordinates alternate resource benefits for clients.

- Obtains signatures on appropriate paperwork to meet Tribe, Federal, and State requirements regarding patient rights, the Privacy Act, release of information, and advance directives.
- Verifies insurance eligibility information with insurer.
- Calls insurance companies for pre-authorization, as needed.
- Reviews and responds to behavioral health claims when claims are denied and there is a request for more information.
- Provides support too H.E.A.R.T. Director with client data collection, program statistics regarding staff, clients, and department activities as needed for reports.
- Maintains confidentiality of all client, staff, and division related information as per tribal, state and federal regulations, and Santee Sioux Nation and HIS policies and procedures.
- Maintain accurate phone and visitor logs.
- Receive, log, sort and distributes all incoming mail.
- Performs general office duties including but limited to preparing program vouchers, copying, filing, faxing, and mailing.
- Records and maintains financial data.
- Orders, receives, and maintains general office supplies.
- Maintains inventory of all program equipment and office furniture.
- Maintain copier/fax machine paper supply and coordinate the maintenance of copier/ax machines and other office equipment, as needed.
- Assist programs staff in the preparation of travel arrangements and request for travel advance.
- Maintains weekly work schedules of staff and providers.
- Ensures reception, lobby areas, and breakroom is well maintained and clean.
- Provides support to H.E.A.R.T. with outreach activities, as requested.
- Perform other job-related duties as assigned.

EDUCATION and/or EXPERIENCE:

- Prefer Bachelor Degree, **or** equivalent two-years college or technical school, or six months to one-year related experience and/or training, or combination of education and experience;
- At a minimum shall possess a High School Diploma **or** General Education Degree (GED), one to three months related experience and/or training, or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read and comprehend simple instructions, short correspondence, memorandum and court orders.
- Ability to write simple correspondence and draft potential correspondence.
- Ability to speak effectively when called upon.

REASONING ABILITY:

- Ability to apply common sense and understanding to carry out detailed, but uninvolved, written or oral instructions.
- Ability to deal with problems involving few concrete variables in standardized situations.

CERTIFICATES, LICENCES AND REGISTRATION:

- Must possess a valid Motor Vehicle Operator's license from Nebraska, or another state, and must be insurable.

Key Skills & Attributes

- Must not have any criminal conviction in this or any other jurisdiction for any offense involving alcohol, drugs, domestic abuse, child abuse or neglect, abuse or neglect of a vulnerable adult, sexual offenses, violence, theft or any offense which casts a doubt on his/her moral character prior to the date of application.
- Must not have any criminal proceedings pending in this or any other jurisdiction for any offense involving alcohol, drugs, domestic abuse, child abuse or neglect, abuse or neglect of a vulnerable adult, sexual offenses, violence, theft or any offense which casts a doubt on his/her moral character.
- Must have a dependable personal automobile and personal insurance.
- Must be willing to submit to (either pre-employment or post job offer) and pass a drug and alcohol test and a local, state, and federal background investigation.
- Must be willing to work other than scheduled work hours if necessary, to include major holidays weekends, or on-call for transports, as required by the position and specified by the supervisor.
- Must have high moral standards, emotional stability, integrity, firmness, good appearance and speech.
- The candidate must also have the following abilities:
 - Ability to take a special interest in work-related activities without prompting, such that the normal expectations of the job are exceeded.
 - Ability to identify and make logical decisions.
 - Ability to facilitate group discussions to identify problems and resolutions.
 - Ability to complete work assignments and reports in a timely and efficient manner.
 - Ability to remain calm and work effectively in stressful situations.
 - Ability to effectively communicate with the community and other agency or provider personnel.
 - Ability to apply common sense and make logical decisions in dealing with high-pressure situations.

Standard of Performance:

- Attend mandated training and obtain required certifications
- Perform high quality work
- Show initiative and dependability on the job
- Maintain client confidentiality

1. Adhere to the Drug and Alcohol policies of the Santee Sioux Nation, Complete an Initial Drug Test
2. Have a Valid Driver License

Basic SSN Qualifications:

- Dedication to the goals of the Santee Sioux Nation
- Minimum four-year college degree or professional and community experience; and one year of professional work experience strongly “preferred”, but “not required.”
- Experience working with American Indians and/or Alaska Natives.
- Demonstrated knowledge and experience in using technology/social networking as a positive community outreach and awareness tool.
- Demonstrated leadership experience, including program development and management.
- Exceptional verbal and written skills.
- Ability to work effectively both independently and as part of a team.
- Competency in Microsoft Word, Excel and PowerPoint.
- Knowledge in digital file management such as Google Drive, Dropbox, etc.
- Must be self-motivated and show initiative in working without close direct supervision.
- Subject to Motor Vehicle and Criminal Background checks.

SSN Benefit Package:

- **Weekly PTO Accrual, “beginning” at 4 hours per week**
- **401(k) Opportunity, 3% Match**
- **Health Insurance - FEHB, Health Care Benefit Option**
- **Educational Leave Program for the Nebraska Indian Community College**
- **Paid Holidays, including Tribal observances**
- **Qualifying Retention Bonus’s**
- **Qualifying Bereavement Leave**
- **Professional Development Opportunities**
- **In-house Savings plan (financial support)**

EMPLOYMENT CONDITIONS: The Personnel Policies and Procedures of the Santee Sioux Nation apply to all employees. The position is considered to be an exempt “standard hour” position. All offers of employment are contingent on the successful completion of a drug and alcohol screening and a successful evaluation. If the position involves regular contact with or control over children or elders, then a successful applicant must also meet minimum standards of character based on an extended criminal background check.

INDIAN PREFERENCE ACT: Preference in hiring given to qualified Native Americans in accordance with the Indian Preference Act. Applicants claiming, “Indian Preference” Must submit, along with their application, verification of enrollment of their spouse in Federally Recognized Tribe Indian.

VETERAN’S PREFERENCE: Preference in hiring is giving to qualified Veterans who have served in our Armed Forces and have been honorably discharged. Applicants claiming, “Veteran’s Preference” Must submit, along with their application, a copy of their DD214. Active National Guard members must submit a copy of their Military Identification.

Special Employment Conditions:

1. Satisfactory results of extensive background checks- personnel are required to submit to initial and yearly background checks throughout their employment. This includes checks with the State

registers (Child and Adults Abuse) and criminal history check with the State patrol, and Federal Bureau of Investigations.

2. Retain a valid driver's license and satisfactory driving record- personnel are at times required to use their personal or government vehicle. Current copies of a driver's license and personal vehicle insurance must be maintained on file with the manager & Office of Human Resources.

3. Satisfactory results of initial and random drug testing- personnel are required to submit to initial drug testing within one week of their hire dates and are subject to the Santee Sioux Nation Drug-Free Workplace Policy Act and random drug testing throughout their employment.

DISCLAIMER: THE INFORMATION ON THIS JOB DESCRIPTION HAS BEEN DESIGNED TO INDICATE THE GENERAL NATURE AND LEVEL OF WORK PERFORMANCE BY EMPLOYEES IN THIS POSITION. IT IS NOT DESIGNED TO CONTAIN, OR BE INTERPRETED AS, A COMPREHENSIVE INVENTORY OF ALL DUTIES, RESPONSIBILITIES, AND QUALIFICATIONS REQUIRED OF EMPLOYEES HIRED FOR THIS POSITION. EMPLOYEES MAY BE ASKED TO PERFORM OTHER DUTIES AS NEEDED.

APPLICATION INSTRUCTIONS:

****YOU MAY PICK UP AN APPLICATION AT ANY TRIBAL PROGRAM OR AT THE TRIBAL ADMINISTRATION BUILDING, DAVID FRAZIER BUILDING.**

****ONLINE: YOU CAN GO TO WWW.SANTEESIOUXNATION.COM AND DOWNLOAD AN APPLICATION.**

APPLICATION PROCEDURES:

***3 forms of identification (State ID, Tribal ID and Social Security Card)**

***Current working contact number**

***MAILING ADDRESS**

***Completed application (partially completed not accepted)**

***Release of Information form completed**

***Full Resume**

***Letter of Intent**

***Reference letters, 3 professional and 2 personal references**

***Tribal enrollment verification (*if claiming Indian Preference)**


Submit applications and resumes to the following address:

Santee Sioux Nation, Office of Human Resources

Attention: Sidney A. Tuttle, Sr., HRD

425 Frazier Ave. N. Suite 2

Niobrara, NE 68760-7219



11/04/2025

APPROVED

DATE