

**Fort Belknap Indian Community  
Fort Belknap Agency  
656 Agency Main Street  
Harlem, MT 59526**

**POSITION: Credit Office Manager**

**STATUS: Regular/Full-Time**

**PROGRAM: Economic Development - Credit**

**WAGE: \$20.00**

**DEPARTMENT: Finance**

**LOCATION: Fort Belknap Agency**

**Supervision Received:** Serves under the general direction of the Director for day to day operations and reports to the Loans Operations Manager when the Director is absent. The Director provides oral and written instructions upon issuance of general work assignments indicating the purpose and scope and provides detailed instructions on difficult or unusual transactions and assignments. The employee is expected to complete routine recurring assignments on their own initiative and refer to the supervisor any problems, deviations, and unfamiliar situations not covered in the initial instructions.

Completed tasks will be checked for accuracy, conformity and adherence to prescribed ED-Credit Office methods procedures, regulations and policies. Incumbent will be expected to conform to direction or requests provided by supervisor(s).

**Supervision Exercised:** None.

**Essential Duties and Responsibilities:** *This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive:*

Provides executive, administrative, secretarial and clerical support to others in the office to maintain an efficient office environment.

Greets and receives the general public for the program in a professional manner. Serves as receptionist in the absence of the Office Assistant in person and by telephone.

Collects loan payments and issues receipts on collections which includes loan fees for all loan programs. Collects filing fees for liens, i.e. Financing Statements, Brand Liens, Real Estate Mortgages and Satisfactions, Partial Release.

Incumbent will thoroughly research all loan activities and data on "The Mortgage Office", Down Home Solutions, Electronic Filing system and Quick Books in order to furnish information to callers.

Co-manages with the ED-Credit staff for the successful Financial Education Training and other project-specific events.

Fax, scan and copy documents; maintain office filing and storage systems; update and maintain databases such as mailing lists, contact lists and client information; retrieve information when requested; update and maintain internal staff contact lists

Co-ordinate and organize appointments and meetings; assist with project, activity, and event planning and implementation.

Process electronic automated narrative/numerical materials either on the computer and scan to pdf files.

Distribute and receive applications and other relevant forms.

Deliver wage agreements to proper authorities for approval.

Obtain proper signatures for loan applications checks when necessary.

Maintain established filing system for all loan portfolios and distributes program checks.

Logs in all information pertaining to direct deposits; visitor log; loan balances; applications, etc

Monitor and maintain office supplies; ensure office equipment is properly maintained and serviced.

Perform work related errands as requested such as going to the post office and bank; keep office area clean and tidy.

Researches financial resources and literacy issues; develops curriculum and delivers the ED-Credit's financial literacy education content, products and services; assesses financial literacy partners, products and services in order to provide credible money management education to community members and other audiences as required.

Co-manages with the ED-Credit staff for the successful planning of project-specific events.

### **Knowledge, Skills, Certifications and Abilities:**

Skill sets include efficiency and accuracy, attention to details, ability to control operations of the equipment, manage time in order to accomplish work, give full attention to what is being asked and perform daily maintenance on equipment or determine what kind of maintenance is needed. A very important skill is organizing and prioritizing work.

Key competencies include organization and planning skills, work management and prioritizing skills, verbal and written communication skills, problem solving ability, attention to detail, accuracy, flexibility, reliability, and teamwork

Must be proficient in MS Office applications and database software and have general office skills; must possess a general knowledge of computer systems and data entry software including word, Quick Books Pro, Excel, "DownHome Solutions", and records management systems.

Internet skills including use of e-mails, group messaging and data collection as well as numeracy and literacy skills.

Must be able to attend work daily and on time; be able to work a 40-hour week and be dependable to maintain flexible hours. Ability to adjust to workloads.

Must be able to manage several tasks concurrently without losing productivity. Must work well with others and possess a willingness to assist others.

Must be able to maintain the utmost confidentiality of clients, office matters and matters within the Department.

Research skills necessary to gather information for maintenance of Credit's records.

Ability to be tactful and firm when under pressure. Must be willing and able to work with difficult people.

**CONTACTS:** Contacts are made with operating personnel in the immediate office, work unit, Tribal Government including Tribal programs and enterprises, OST, IHS, BIA, private employers, banks, and the Federal Government. Employee will also meet with the general public at times.

**PURPOSE OF CONTACTS:** The purpose of contacts is to liaise with information managers in order to improve the Department's efficiency by updating current information and clarifying discrepant data to help ensure the accuracy and quality of Credit's records.

**EDUCATION:** High School Diploma or equivalent. Working experience specific to computers and word processing may be substituted. Business training an advantage with previous office experience.

**EXPERIENCE:** At least two years secretarial or office related experience with loan servicing tasks preferred. A combination of education and experience commensurate to the duties and responsibilities.

**Special Conditions:**

1. Incumbent will be subject to and must comply with the Fort Belknap Community Council Substance Abuse Prevention, Drug/Alcohol Free and Drug/Alcohol Testing Policy.
2. Must be twenty-one (21) years of age at the time of hire.
3. Possess a valid State of Montana Driver's License and be eligible at reasonable cost for inclusion with the Master Tribal Insurance policy.
4. Notary Public commission preferred or ability to obtain upon hire.
5. Incumbent must have never been convicted of a felony offense within his/her lifetime, or a misdemeanor within one (1) year of applying for position.
6. If incumbent possesses a driver's license from a state other than Montana, must be able to obtain a Montana driver's license within 3 months of being hired.
7. Will be subject to work environment with a high area of flow in loan documents; incumbent must have the ability to effectively prioritize and manage multiple tasks with little or no supervision at times. Must be dependable in following through on work assignments and be dependable and reliable in attendance and productivity.
8. Must deal effectively and respectfully with public and staff in a positive and objective manner and maintain the utmost confidentiality with documents. Employee found to be in breach of confidentiality will be subject to grounds for disciplinary action and/or termination.
9. Employee will be subject to ED-Credit Dress Code Policy

**Note:** These statements here are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer. The Fort Belknap Indian Community reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

***Indian Preference Employer as Required by Law***

**IMMIGRATION REFORM AND CONTROL ACT:** Requires that all individuals appointed to a position must present proof of employment eligibility. Successful applicants will be asked to produce documentation.

**How to Apply:** *Submit complete application & resume to:*

Human Resources Department  
Fort Belknap Indian Community  
656 Agency Main Street  
Harlem, MT 59526

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