



Knik Tribal Council

PO Box 871565 Wasilla, Alaska 99687

Phone: 907-373-7991 Fax: 907-373-2178

Vacancy Announcement

Position Summary:

The Program Support Associate serves as the first point of contact for the STEAM Academy, providing professional and courteous service to participants, the public, and outside agencies. This role supports daily department operations and ensures participants are directed to appropriate services efficiently and assists with check-in/check-out procedures for students.

Primary Duties and Responsibilities (including but not limited to):

The successful candidate will:

- Greet participants and visitors warmly, providing excellent customer service while treating all individuals with respect and dignity.
- Maintain thorough knowledge of all department programs to assess participants needs and direct them to the appropriate staff.
- Assist with student drop-off and pick-up, maintain accurate logs.
- Organize and maintain electronic files, department calendars, voicemails, and email communications.
- Operate telephones and email systems to respond to inquiries, transfer calls, and take messages for staff as needed.
- Ensure all program forms, applications, and informational materials are up to date and readily available.
- Assist with check requests, purchase requisitions, and maintain communication regarding departmental expenses with the Department Director.
- Schedule and manage department vehicle and conference room usage using computerized calendars; adjust appointments as needed.
- Perform clerical duties including typing, data entry, proofreading, and electronically creating and storing documents.
- Maintain office supply inventory, equipment, and department vehicles.
- Log, distribute, and track all incoming and outgoing mail and office correspondence.
- Keep reception, breakroom, and common areas clean, organized, and presentable.
- Oversee office equipment, ensuring it is functional and notifying appropriate personnel for maintenance or supply needs.
- Submit IT helpdesk and facilities work request as necessary.
- Maintain confidentiality according to regulations and procedures.
- Perform all other duties as assigned.



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Job Specifications:

- Excellent customer service skills and ability to work with people in a professional manner.
- Accurate filing skills, both electronic and hard copy.
- Computer literate with MS Office experience.
- Demonstrated ability to understand and execute oral and written instructions.
- Must understand and utilize proper vocabulary, grammar, and spelling.
- Skilled in use of office machines to include printers/copiers/fax machines, postage meters and scales, and computers.
- Demonstrated ability to work in a team environment.
- Demonstrated ability to coordinate multiple activities at once.
- Must be able to maintain composure in a sometimes stressful and fast paced work environment.
- Be able to communicate with Participants with calmness and compassion.
- Demonstrated ability to learn and apply program requirements.

Minimum Requirements

- High school or GED.
- Two (2) years of experience as a receptionist or equivalent.
- Demonstrated knowledge and understanding of socio-cultural needs of the Alaska Native and American Indian community.
- Current First Aid and CPR certification, preferred.
- Clean state and federal background check.

General Information:

Location: 758 North Shoreline Dr. Wasilla, AK 99654

Supervisor: STEAM Academy Assistant Administrator

Schedule: Monday – Friday; 8:00 AM – 5:00 PM

Salary: \$20.00 - \$26.00 per hour DOE/E. Plus full benefits: Federal Employee Health Benefits (FEHB) medical, dental, vision, life insurance, paid leave and holidays, and retirement plan with matching contributions.

Additional Information:

NATIVE PREFERENCE STATEMENT: Pursuant to the Indian Self-Determination and Education Assistance Act of 1975 (PL 93-638) and as further guided by Knik Tribe Native Preference Policy 6.120, Knik Tribe maintains preference in all phases of employment for Alaska Native, American Indian (AN/AI) and Native Hawaiian people, including direct lineal descendants and foster or traditionally adopted children. Also included are non-Native head of household member of Native families, which includes foster or traditionally adopted Native children.



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To Apply: Submit Resume to:
Human Resources at hr@kniktribe.org

For more information or to download the job description visit www.kniktribe.org/careers