

**CONFEDERATED SALISH AND KOOTENAI TRIBES
OF THE FLATHEAD NATION
PO BOX 278
PABLO MT 59855
(406) 675-2700
PERSONNEL OFFICE FAX: (406) 226-2562
WEBSITE: cslt.org/personnel
E-mail: shelley.grenier@cslt.org**

******VACANCY ANNOUNCEMENT******

TITLE: Operations Specialist (May be employed under a Contract)

LOCATION: Tribal Credit Office—Pablo, MT

SALARY: \$15.50 to \$17.41 per hour

CLOSING DATE: Tuesday, July 7, 2026, at 5:30 p.m.

SPECIAL CONDITIONS:

This position is (not) a Testing Designated Position (TDP) within the definition of the CSKT Drug Testing policy. A favorable determination resulting from a completed Background Investigation is required prior to your placement in this position. *The successful applicant, if not already employed by the Tribes must pass a pre-hire drug test and serve a mandatory six (6) month probationary period.*

The Operations Specialist is the first point of contact for customers of the Tribal Credit Department. This position is responsible for delivering professional customer service while performing a range of operational and administrative functions. The Operations Specialist ensures all customer interactions reflect the professional standards of the department and its core values of integrity, service, diligence, and knowledge.

DUTIES INCLUDE:

- This position will meet and greet Tribal Credit Customers, including visitors in a pleasant and professional manner, answer the telephone and accurately transfer to the appropriate staff, take messages and set up appointments for applicants for different support service programs.
- Responsible for executing work according to established policies and procedures with emphasis on high quality customer service.
- Provides general information to the public on loan procedures and Tribal Credit business activities.
- Enter all payments on lending program, providing receipts when requested, and print daily transaction review report. Ensures loan payment is posted to appropriate account in a timely and accurate manner
- Responsible to balance cash and checks and reconcile all transactions to the daily report and prepare deposit record.
- Responsible for safeguarding cash drawer and deposits in transit with secure chain of custody awareness.
- Reviews account balances with customers in person or over the phone, including reminders for late payments.

- Must maintain current customer contact information address within the customer management module and assist with customer communications, as needed.
- Responsible to assist with filing payment receipts, ACH and Payroll withholding forms, and other records related to loan servicing.
- Receive and distribute incoming mail to appropriate credit staff, and receive supply deliveries, direct special service contractors such as maintenance or IT.
- Responsible to receive all incoming calls and to transfer calls to the proper individual. Responsible to act as receptionist to all individuals that come into the Tribal Credit and direct them to the proper Credit personnel.
- Other duties as assigned.

MINIMUM QUALIFICATIONS (AS REFLECTED ON THE TRIBAL EMPLOYMENT APPLICATION)

- High school diploma or equivalent required
- Valid driver's license.
- At least one (1) year of clerical and cash handling experience.
- Basic understanding of accounting practices and procedures preferred.
- Technical capacity to operate standard office equipment & operating software, loan servicing systems and imaging/records management tools.
- Accuracy in cash receipting, transacting and customer record keeping.
- Maintain composure in a fast paced, highly interactive work environment.
- Communicate clearly, effectively and efficiently both vocally and in writing with team members, other departments, third-party service providers and the general public.
- Sustain attention to detail to complete multiple tasks timely and accurately.

Special Requirements

- This position is subject to criminal and financial background check.
- The incumbent will become familiar with and adhere to Tribal Resolution 06-48 regarding Code of Conduct for Tribal employees and appointed officials.
- The position will be subject to a 6-month probationary period. The position may be employed under a contract.
- Interested applicants may obtain further information by requesting a copy of the full Position Description from the Tribal Personnel Office (406) 675-2700 Ext. 1040.

SUBMIT:

1. Tribal employment application.
1. Copy of relevant academic transcripts and training certificates.
2. Copy of a current, valid Driver's License.
3. Proof of enrollment in a federally recognized Tribe, if applicable.
4. If you claiming Veteran's preference, a copy of DD214 must be submitted.

FAILURE TO SUBMIT COPIES OF THE ABOVE DOCUMENTATION MAY RESULT IN THE DISQUALIFICATION OF YOUR APPLICATION FROM THE SCREENING PROCESS.

SUBMIT ALL OF THE ABOVE TO: Personnel Office, P.O. Box 278, Pablo, MT 59855, Telephone 406-675-2700, Ext. 1040, personnel@cstk.org. **FOR MORE INFORMATION:** Contact Jolene Houle, Financial Operations Manager @ 406.675.2700, Ext. 1080.