



Pride of the Ojibwe

13394 W Trepania Road
Hayward • Wisconsin • 54843

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Vocational Rehabilitation Administrative Assistant

Posting Date: June 11, 2026
Closing Date: Open Until Filled
Salary: \$21/hr or D.O.Q.
Location: 8558 N. County Rd. K, Lower Level, Hayward, WI
Supervision: LCO Vocational Rehabilitation Program Director
Department: LCO Vocational Rehabilitation
Administration: LCO Tribal Government Personnel Policies and Procedures

POSITION SUMMARY: The Secretary/Administrative Assistant will operate a multi-line telephone system to answer incoming calls and direct callers to the appropriate personnel. The Secretary provides administrative and secretarial support to the LCO Vocational Rehabilitation Program and other duties as assigned by the Vocational Rehabilitation Program Director.

SUPERVISION RECEIVED: Works under the direct supervision of the Director of Vocational Rehabilitation.

QUALIFICATIONS AND DESIRED CHARACTERISTICS:

- High school diploma or GED required; additional clerical, administrative, or office management training preferred.
- Previous administrative assistant or clerical experience preferred.
- Strong organizational and time-management skills with the ability to prioritize tasks effectively.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and willingness to learn case management software (training will be provided on the software).
- Strong written and verbal communication skills, including the ability to draft, proof, and format professional documents.

- Ability to facilitate orientations in both individual and group settings, presenting information clearly and confidently.
- Attention to detail and accuracy in maintaining financial, consumer, and program records.
- Ability to maintain strict confidentiality and adhere to all program and federal guidelines.
- Professionalism in greeting and assisting consumers, staff, and community members.
- Ability to work collaboratively as part of a team while also handling tasks independently.
- Dependability, reliability, and a strong sense of accountability.
- Exhibits qualities of patience, empathy, cultural sensitivity, and respect when working with individuals with disabilities and their families.
- Commitment to supporting the mission and goals of the Lac Courte Oreilles Vocational Rehabilitation Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Retrieve messages from voicemail and forward to the appropriate personnel.
- Answer incoming telephone calls, determine the purpose of callers, and forward calls to appropriate personnel or departments.
- Take and deliver messages or transfer calls to voicemail when appropriate personnel are unavailable.
- Answer questions about the program and provide callers with addresses, directions, and other information necessary to consumers and community members.
- Be responsible for faxing, retrieving faxes, and routing incoming faxes to the appropriate staff member.
- Appropriately greet consumers, visitors, vendors, and community members upon arrival to the program.
- Provide secretarial support to the Vocational Rehabilitation Program, including typing reports, letters, forms, meeting materials, and other documents as assigned.
- Provide accountability support for Vocational Rehabilitation employees.
- Assist the Vocational Rehabilitation Director with maintaining, updating, and organizing program policies, procedures, forms, and other program documents.
- Maintain accurate records on expenditures generated by the LCO Vocational Rehabilitation Program. Once accounts payable vouchers are submitted, record expenses on designated spreadsheets, properly file supporting documentation, and reconcile expenditures with monthly management reports.
- Prepare application folders and assist in facilitating individual and group Program Orientation sessions to ensure consumers understand available services, program expectations, rights, responsibilities, and procedures.
- Assist Vocational Rehabilitation staff with proofreading, formatting, and finalizing reports, correspondence, and other documents.

LCO Tribal Government
Human Resources Dept
Voc Rehab Asst

- Maintain accurate and up-to-date consumer records, including data entry into the Tribal Vocational Rehabilitation case management system.
- Assist with entering accounts payable vouchers, requisitions, and other financial documentation into Microix.
- Receive, inventory, organize, and distribute consumer and program-related purchases and supplies; contact consumers when items arrive, document pick-up dates, and maintain accurate distribution records.
- Ensure all consumer contacts are accurately documented in case notes and entered into the appropriate case management system.
- Assist the Program Director with monthly file reviews to ensure compliance with program requirements and documentation standards, including required forms, identification documents, case notes, and other supporting records.
- Assist Vocational Rehabilitation Counselors with maintaining consumer engagement by mailing correspondence, making telephone contacts, scheduling and rescheduling appointments, and providing appointment reminders.
- Enter all new referrals and applications into the Tribal Vocational Rehabilitation case management system.
- Be responsible for the proper closure and archiving of consumer case files once a Vocational Rehabilitation Counselor has determined the case is ready for closure.
- Maintain office inventory and supplies; monitor stock levels and order supplies as needed.
- Collect, sort, distribute, and prepare incoming and outgoing mail and packages for the Vocational Rehabilitation Program.
- Deliver and retrieve vouchers, checks, reports, mail, consumer documentation, and other program-related materials to and from the Tribal Office, Compliance Department, Human Resources Department, Post Office, and other Tribal departments as needed.
- Serve as the primary point of contact for deliveries and shipments; coordinate receipt, documentation, storage, and distribution of incoming items.
- Conduct routine administrative errands on behalf of the program, including obtaining signatures, submitting paperwork, delivering documents, and coordinating communication between the Vocational Rehabilitation Program and other Tribal departments.
- Assist with coordinating meetings, trainings, conferences, outreach events, and other program activities as assigned.
- Complete other duties as assigned by the Vocational Rehabilitation Program Director.

PERIPHERAL DUTIES:

- Participates in workshops, conferences, meetings, rehabilitation seminars, and classes.
- Completes all other job-related activities as requested by the LCO Vocational Rehabilitation Program Director

Application Procedure & Requirements:

1. Complete LCO Employment Application, including Release & Authorization Form
2. Cover Letter of Interest
3. Resume
4. (3) Three letters of Referral (Recommendations)
5. Other supportive documents
6. Tribal Member applicants must provide a signed official document from a Federally recognized Tribe acknowledging enrollment.

MAIL, FAX OR EMAIL ALL DOCUMENTATION TO:

Lac Courte Oreilles Tribal Government

ATTN: Human Resource Department

13394 W Trepania Road

Hayward, WI 54843

HR Fax (715) 699-1209

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*Tribal preference will apply to qualified applicants in accordance with the
Lac Courte Oreilles Policies and Procedures Manual.*