



Pride of the Ojibwe

13394 W Trepania Road
Hayward • Wisconsin • 54843

Phone (715) 634-8934 • Fax (715) 634-4797 • HR Fax (715) 699-1209

Vocational Rehabilitation Administrative Assistant

Posting Date: September 3, 2025
Closing Date: Open Until Filled
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.
- Must be able to pass a pre-employment drug screen.
- Must be able to pass a background check.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Retrieve messages from voicemail and forward to the appropriate personnel
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department
- Takes and delivers messages or transfers call to voicemail when appropriate personnel are not available
- Answers questions about the program and provides the callers with addresses, directions and other information necessary to consumers/callers
- Will be responsible for faxing, retrieving faxes and routing incoming faxes to correct staff member
- Appropriately greet consumers and visitors upon arrival to program
- Provide secretarial support to the Vocational Rehabilitation Program that may include: typing reports, letters, or other documents as assigned
- Provide accountability support for Vocational Rehabilitation employees
- Assist Vocational Rehabilitation Director as needed with keeping program documents and policies updated
- Maintain accurate records on expenditures generated by the LCO Vocational Rehabilitation Program. Once accounts payable vouchers are submitted, you will be responsible for recording expenses on an Excel spreadsheet and proper filing of vouchers/expenses. Once the management report is received (monthly), all expenses will be verified on the spreadsheet.
- Prepare application folders and assist in facilitating Program Orientation sessions in a group setting to ensure consumers understand available services, program expectations, and procedures.
- Assist Vocational Rehabilitation Director and Staff in proofing/finalizing documents
- Keep accurate and updated records for consumer files. Including data entry into the TVR Software.

**LCO Tribal Government
Human Resource Dept
Voc Rehab Admin Asst**

- Assist with entering AP vouchers and requisitions into Microix
- Contacting consumers when items arrive and properly documenting when consumers pick up items
- Will ensure all contacts with consumers are entered into case notes
- Will assist Program Director with monthly file reviews to ensure that all files include all required documentation (all IDs, completed application, accuracy of case notes, etc.)
- Assist Vocational Rehabilitation Counselors with making monthly contacts with consumers (assist with mailing letters or placing phone calls and scheduling and rescheduling appointments).
- Enter all new applications into the TVR system.
- Responsible for the proper closure of consumer case files once VRC has determined that a case is ready for closure
- Keep track of office inventory and supplies; Order supplies as needed
- 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. **Completed LCO Employment Application, including Release and Authorization form (included in application)**
2. **Cover Letter (Letter of Interest)**
3. **Resume**
4. **At least three (3) letters of Referral (Recommendations)**
5. **And any 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 INFORMATION TO:

**Lac Courte Oreilles Tribal Government
ATTN: Human Resource Department
13394 W Trepania Road
Hayward, WI 54843
Fax (715) 634-4797
HR Fax (715) 699-1209
doreen.debrot@lco-nsn.gov
caroline.yellowthunder@lco-nsn.gov
marilyn.isham@lco-nsn.gov**

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