

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



JOB TITLE: Web Coordinator

PAY RANGE: \$33.87 - \$50.80

DEPARTMENT: Tulalip Data Services Design and Software Services

JOB DESCRIPTION: The successful candidate will record and monitor all website service requests for the department. They will coordinate with the web developers and the customers to deliver high value solutions to our customers. Typical tasks include entering request tickets, tracking request tickets, tracking assets and managing website collateral. This person will also be responsible for producing various reports for management related to web requests.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self-Service portal: <https://quilcedavillagewa.munisselfservice.com/ess/EmploymentOpportunities>. For more information or questions, please visit <http://quilcedavillage.org/Employment> or call Quil Ceda Village Human Resources at (360)-716-5017.

NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: IT Project Manager Lead

EMPLOYEE SUPERVISES: None

EDUCATION:

- High School Diploma or GED equivalent required.
- Associate's degree in web design/communications or related field (i.e.: Software engineering, computer graphics) required. Experience, education and/or training in related fields may be considered in lieu of degree.
- Bachelor's Degree preferred.

SKILLS:

- Basic project management techniques, task management, and report writing.
- Proficiency in using office software including Microsoft Office suite.
- Effective oral and written communication.
- Translate customer requests into functional requirements in line with organizational standards.

- Identify proper web design principles and standards.
- Maintain organized work in a fast-paced environment.
- Monitor and manage the web requests to ensure they are completed by the promised deadlines.
- Work with clients to review and approve the changes they requested.
- Deliver the highest level of customer experience to clients and always treat them and coworkers with complete respect.
- Perform research on the web as necessary to support team operations.
- Attend progressive job-related training, as requested.

EXPERIENCE:

- Minimum of two (2) years of experience in customer relations or related field, required.

OTHER REQUIREMENTS:

- Valid Washington State Driver's License or ability to obtain one within 2 months of start date (Required - please attach a copy to application form).
- Work evenings, weekends, and/or holidays as needed or requested.
- Must have no misuse of drugs and/or alcohol within two (2) years prior to employment or while employed.
- Must have excellent attendance record and no disciplinary actions within the last six (6) months.
- Must have no history of suspension, last chance agreement or dismissal within the last (6) months.
- Must have a successful employment history with the Tulalip Tribes or other employers.
- Must be able to successfully complete either a tribal, state, or federal background investigation.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Office environment.
- Extended viewing of a computer monitor.
- Driving a vehicle to conduct work occasionally.
- Manual and finger dexterity for the operation of a personal computer, telephone, and routine paperwork.
- Sitting, standing, or walking for extended periods of time.
- Mobility to bend, stoop, and/or climb stairs on an occasional basis.
- Strength to lift objects weighing up to 20 lbs. occasionally.

SPECIFIC JOB PERFORMED:

- Maintain a lot of all web requests in a customer service request tracking system.

- Monitor and follow up on web service requests to ensure deadlines are met and all requests are completed properly.
- Coordinate the preparation of website content including graphic design materials.
- Meet with project managers, developers, and customers to ensure adherence to requirements and web standards.
- Translate customer requests into functional requirements in-line with organizational product branding and web standards.
- Help review website changes before being sent to the customer.
- Report on progress against milestones.

TERMS OF EMPLOYMENT:

This Regular Full-time position requires at least 40 hours per week or 2080 hours per year. Employees may be required to work after hours at weekends, at special events, or on call. Upon completing the applicable probationary period, an employee may be eligible for a pay increase, subject to budgetary restrictions. Employees will be required to work on-site, with no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.