



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT
JOB TITLE: Enrollment Agent 1
Re-advertise

OPEN: March 16, 2026

EXEMPT: NO

SALARY: (8) \$23.05-\$25.96/hr. DOE

SHIFT: Day

LOCATION: Tribal Administration

DURATION: Regular Full Time

CLOSES: Until Filled

JOB CODE:

DIVISION: Policy

DEPARTMENT: TERO

SUPERVISOR: TERO Director

VACANCIES: 1

Security Access Level Access 2: US Citizenship (Dual Allowed) / TSA approved (eQIP)

JOB SUMMARY: The Enrollment Agent 1 performs a wide range of TERO administrative, and TWIC Enrollment support related tasks involving customer service and administrative functions. This role assists in the success of TWIC Enrollment Center, using cutting edge technology to obtain fingerprint records for access to ports, the transportation of hazardous materials, as well as the relaxed security requirements of TSA precheck customers. The Enrollment Agent will also work in accordance with the Title 25 TERO Ordinance.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Provide superior customer service to internal and external customers
2. Perform basic maintenance and troubleshoot issues with fingerprinting and retail equipment, including computer hardware and software
3. Verify customer identity and scan required documents into database system
4. Successfully complete required biometric and data capture processes and paperwork on each customer
5. Track processing time for each applicant and ensure applicants are processed in appropriate order
6. Perform biometric processing to include capturing quality electronic fingerprints, photographs and signatures to meet or exceed program accuracy standards
7. Identify win-win opportunities to provide more products and services to customers
8. Create opportunities to add value for customers through the upselling of retail products and services (if applicable)
9. Adhere to all company and departmental employment policies regarding security and confidentiality to ensure applicant documents/information are safeguarded at all times
10. Adhere to all company and departmental policies relating to Enrollment Center standards, including adherence to signage, branding, and employee attire policies

11. Performs Enrollment Center Sustainment responsibilities on a daily basis
12. Performs administrative duties such as time keeping, shift schedules, daily activity reports, card inventory, equipment inventory, submit updated enrollment center photos and requisitioning supplies including troubleshooting and/or equipment modifications when necessary
13. Represents the company and the program(s) that are supported in a professional and customer oriented manner
14. Support Customer Service Registration and Reservation activities, as necessary
15. Successfully completes time sensitive trainings/briefings as assigned.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED; and
 - Six (6) Months to One (1) year of construction-related experience; and *preferred*
 - Six (6) Months to One (1) year of experience working with contracts, employment, and EEOC laws; and
 - Six (6) Months to One (1) year of experience working for a tribal or federal agency; **OR**
- Associate degree in BA, BM, Construction Management, HR, Public Administration, or related field.
- Possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to work independently with little or no supervision and as a part of a team
- Willingness to learn and to try new ideas
- Ability to work under pressure with multiple situations and deadlines
- Ability to problem solve and possess stress management skills to solve issues that arise with training techniques
- Strong organizational, ability to manage, prioritize, and problem solve multiple tasks and document information and interactions toward department goals
- Excellent written and oral communication skill with demonstrated ability to make successful presentations
- Ability to handle confidential and sensitive information in a professional and ethical manner
- Willing to travel locally and nationally
- Ability to effectively work and communicate with individuals at all levels within the organization and with people from diverse cultures, ethnic and socio-economic backgrounds
- Ability to develop relationships, partnerships, and work collaboratively with a team or with other tribal programs and services
- Advanced knowledge of Microsoft Office and other programs such as Excel, Word, Power Point, Publisher, Access and Outlook, Zoom, Canvas, Smart sheet and social media to write, compose, edit to create, and write professional documents
- Experience in setting up and using technology via Zoom and Microsoft Teams
- Maintains professional and technical knowledge by attending education workshops; reviewing professional publications; establishing personal networks
- Knowledge of tribal and federal laws concerning employment and discrimination

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy

- Position requires various Criminal Background Check and screening requirement, including education, credit as well as obtain any require program specific credentials/certifications

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.