

SHAREHOLDER SERVICES · JD-EMK-13

Shareholder Services Specialist

JD NUMBER	JD-EMK-13
FLSA STATUS	Non-Exempt
EEO CATEGORY	Office and Clerical Workers
REPORTS TO	President & CEO
LOCATION	Emmonak, AK
SUPERVISES	None (individual contributor)
DEPARTMENT	CORPORATE · GOVERNANCE · COMPLIANCE

POSITION SUMMARY

The Shareholder Services Specialist is the hands-on records steward who keeps the shareholder database accurate, complete, and current. The role processes incoming updates, verifies addresses and beneficiaries, reconciles the mailing list against return mail, and supports the records-update cycle and annual meeting. This is one of the corporation's most important community-facing roles — every shareholder interaction with the Specialist shapes their confidence in the corporation. Reporting note (Aug 2026): Reports directly to the President & CEO while the Corporate Executive Coordinator position remains vacant. Once filled, reporting will transfer to the Corporate Executive Coordinator.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Process incoming shareholder records updates: address changes, beneficiary designations, name changes, contact preferences.
- Verify supporting documentation (driver's license, marriage certificate, death certificate, court order) and route exceptions to the supervisor.
- Reconcile the mailing list against return mail and conduct address-trace research using lawful sources.
- Maintain shareholder file folders (digital and paper) in line with retention and confidentiality policy.
- Respond to routine shareholder inquiries by phone, email, and mail with accurate, polite, culturally respectful service.
- Support annual-meeting logistics: name-tag preparation, voting list reconciliation, check-in support.
- Assist with distribution mailings, 1099 generation, and Settlement Trust mailings when established.
- Maintain confidentiality of all shareholder data at all times.

REQUIRED QUALIFICATIONS

- High school diploma or GED.
- Two (2) or more years of records-management, customer service, or administrative experience.

- Strong attention to detail and accuracy with personally identifiable information.
- Proficiency in Microsoft 365 (Outlook, Excel, Word).
- Excellent written and verbal communication skills.

PREFERRED QUALIFICATIONS

- Alaska Native descent and familiarity with Yup'ik naming conventions and kinship.
- Prior experience working in records, enrollment, or member services at an Alaska Native Corporation or Tribal entity.
- Bilingual English / Yup'ik.

POSITION FLEXIBILITY & GROWTH

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Emmonak Corporation's operations, its shareholders, and the communities it serves. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Emmonak Corporation and the Emmonak Family of Companies for employees who demonstrate initiative, reliability, and continued professional development.

PRE-EMPLOYMENT SCREENING

Employment is contingent on the satisfactory completion of a pre-employment background check (including a fiduciary-position check) and drug screening. Continued employment is subject to periodic and reasonable-suspicion drug and alcohol testing in accordance with Emmonak Corporation policy. Candidates must consent to these screenings as part of the application process.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

Physical requirements	Office-based role. Must be able to sit for extended periods, work at a computer, and lift records boxes up to 25 lbs.
Work environment	Emmonak, AK corporate office. On-site required for handling of shareholder records, mail intake, and Annual-Meeting logistics. Periodic access to controlled paper files is inherent to the role.

EQUAL OPPORTUNITY & ANC HIRING PREFERENCE

Emmonak Corporation is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other characteristic protected by law. Pursuant to ANCSA Section 7(b) and corporation policy, Alaska Native and American Indian shareholders and their descendants receive hiring preference where permitted by law. Emmonak Corporation exercises shareholder hiring preference consistent with ANCSA Section 7(i) revenue-sharing obligations and applicable federal law.

Emmonak Corporation is an Alaska Native-owned 8(a)-pursuit firm and a Buy Indian Act-qualified Indian Economic Enterprise. ANCSA shareholders and descendants receive lawful hiring preference in accordance with 43 U.S.C. § 1626(g).

EMPLOYEE ACKNOWLEDGMENT

SUPERVISOR APPROVAL

Signature	Signature
Printed name	Printed name
Date	Date