

SHAREHOLDER SERVICES · JD-EMK-15

Operations Assistant

JD NUMBER	JD-EMK-15
FLSA STATUS	Non-Exempt
EEO CATEGORY	Office and Clerical Workers
REPORTS TO	Senior Accounts Manager (solid line) · President & CEO (dotted line)
LOCATION	Emmonak, AK · onsite
SUPERVISES	None (individual contributor)
DEPARTMENT	CORPORATE · OPERATIONS

POSITION SUMMARY

The Operations Assistant supports Emmonak Corporation across three functional lanes under a single umbrella role: Accounts Payable and Accounts Receivable, Shareholder Records Custodian, and Operations Support. This structure is deliberate. Emmonak Corporation does not currently have transaction volume to justify a dedicated full-time AR/AP position or a dedicated full-time Shareholder Records Custodian position, but the combined workload of both functions plus flexible operational support does justify a full-time role. The umbrella title gives the Operations Assistant the autonomy to move between lanes based on operational need without creating scope ambiguity with other employees. Day-to-day supervision for financial work sits with the Senior Accounts Manager. Direction for shareholder-records custodian work and cross-unit operational assignments comes from the President & Chief Executive Officer. Priority conflicts across lanes are resolved by the President & CEO.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Lane A · Accounts Payable and Accounts Receivable (approx. 50 percent): Enter vendor invoices in QuickBooks Online (QBO); perform three-way matching against purchase orders and receiving documents; prepare payment runs for review and approval.
- Lane A · Generate customer invoices, statements, and aging reports in QBO; conduct collections follow-up on aged receivables under the direction of the Senior Accounts Manager.
- Lane A · Support monthly close cycles: bank, credit card, and Clover reconciliations for Emmonak Corporate and Emmonak Tank Farm (Qiilituliq LLC) books.
- Lane A · Maintain Undeposited Funds and Cash in Drawer hygiene: complete the two-step deposit workflow every time a customer check is received and every time a mobile deposit batch is submitted.
- Lane A · Prepare and post routine journal entries (recurring, reclassification, small corrections) under the direction of the Senior Accounts Manager.

- Lane A · Assist with month-end close packages that feed into the President and CEO Board report. Escalate all corrections above policy thresholds to the Senior Accounts Manager before posting.
- Lane B · Shareholder Records Custodian (approx. 30 percent): Maintain the Corporation's shareholder records of record under the direction of the President & CEO in accordance with the Shareholder Records SOP.
- Lane B · Process shareholder address updates, stock will submissions, beneficiary changes, guardianship documents, and returned-mail handling.
- Lane B · Support shareholder mail merges, annual meeting notice distribution, postponement notices, and other Board-directed shareholder communications.
- Lane B · Maintain the shareholder mailing exclusion log and enforce the do-not-mail list. Enforce the role-based stop rules, confidentiality controls, and escalation triggers established in the Shareholder Records SOP.
- Lane B · Route all shareholder-adjacent questions from vendors, community members, other employees, or third parties to the President & CEO. Do not resolve at the Operations Assistant level. Support the Shareholder Records Committee and the annual meeting workflow as directed by the President & CEO.
- Lane C · Operations Support (approx. 20 percent, as directed): Tank Farm (Qiilituliq LLC) operational support — dip reports, fuel pricing sheets, POS reconciliations, community postings, and coordination with the Tank Farm Manager and Assistant Manager as needed.
- Lane C · Company Store (ANICA) operational support: register close-outs, ANICA monthly statement receipt and filing, and monthly reporting hand-off to the Senior Accounts Manager.
- Lane C · Asset and rental program development: support the build-out of Emmonak's boat, ATV, snowmobile, and Ranger rental fleet program under the President & CEO's direction. Duties include intake documentation, reservation coordination, condition reports, and customer sign-off.
- Lane C · Other cross-unit operational duties as directed, appropriate to the Non-Exempt Operations Assistant role. This lane is intentionally flexible so the role can absorb operational needs as they emerge without renegotiating scope.

REQUIRED QUALIFICATIONS

- High school diploma or equivalent.
- Demonstrated experience with structured recordkeeping, reporting, or financial documentation (grant reporting, medical documentation, nightly audit, or similar transactional records work qualifies).
- Strong written and verbal communication in English.
- Computer proficiency: comfort with cloud-based tools; ability to learn QuickBooks Online at a working transactional level.
- Ability to maintain strict confidentiality of shareholder, vendor, payroll, and executive-compensation records.
- Ability to work onsite at Emmonak Corporation corporate office within the business-hours envelope (Monday–Saturday as early as 7:00 AM through 6:00 PM, Sunday 12:00 PM to 6:00 PM, federal-holiday closure). Start time may shift earlier as operational demand requires; advance notice will be provided.
- Ability to pass a fiduciary-position pre-employment background check.
- Ability to complete a pre-employment drug screening once the local testing arrangement is stood up, and to submit to ongoing periodic and reasonable-suspicion testing under Corporation policy.

- Required within 90 days of hire: completion of the online QuickBooks Online Advanced Training and Certification administered by Intuit. Emmonak Corporation will pay reasonable examination fees subject to standard training-repayment terms. Completion of this certification together with successful completion of the 90-day probation period triggers advancement from the starting hourly rate to the post-probation hourly rate under the offer letter.

PREFERRED QUALIFICATIONS

- Bilingual English and Yup'ik.
- Prior residence and community continuity in the Lower Yukon Delta.
- Prior experience with federal grant reporting, EPA compliance reporting, or Tribal/ANC financial reporting.
- Prior experience with QuickBooks Online, ADP payroll, or Clover POS reconciliations.
- Shareholder-of-record status of Emmonak Corporation (not required; ANCSA Section 7(b) hiring preference applies).

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

Satisfactory completion of a fiduciary-position pre-employment background check. Satisfactory completion of a pre-employment drug screening once the local testing arrangement is stood up. Signed acknowledgment of the Emmonak Corporation Employee Handbook and applicable policy letters on or before the first day. Signed acknowledgment of this JD-EMK-15 position description. Federal Form I-9 employment eligibility verification completed on or before the first day.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

Physical requirements	Primarily sedentary office work. Occasional walking to and from the Tank Farm, Company Store, and community locations as needed. Occasional lifting up to 25 pounds. Schedule averages 40 hours per workweek within the business-hours envelope, with occasional evening or weekend hours during annual meeting, close cycles, or asset-rental program events. Minimal travel; occasional in-region travel to Bethel or Anchorage as directed.
Work environment	Rural Alaska duty station at the Emmonak Corporation corporate office, 49 Old Airport Way, Emmonak, AK 99581. Onsite. Weather-dependent air access with occasional schedule flexibility required around weather. Community proximity to vendors and shareholders requires disciplined boundary-keeping; personal relationships are not a basis for sharing or acting on Corporation records.

EQUAL OPPORTUNITY & ANC HIRING PREFERENCE

Emmonak Corporation is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, or any other status protected by federal, state, or local law. ANCSA Section 7(b) and 43 U.S.C. § 1626(g) shareholder hiring preference applies. Shareholder-of-record status is not required to apply.

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