



St. Croix Chippewa Indians of WI

Job Vacancy Posting

Join a team where your work directly impacts the strength, culture, and future of our community!

Position Title: Tribal Citizen Services Division Head **Department:** Tribal Citizen Services
Location: St. Croix Tribal Government **Employment Type:** FT, Salaried Exempt
Compensation: DOQ **Date Posted:** 7/24/2026

Position Summary: The Tribal Citizen Services Division Head provides overall leadership, strategic direction, administration, and operational management of programs serving Tribal citizens, including Tribal Enrollment, Community Services Programs, and Tribal General Welfare Exclusion Benefits. The position ensures accessible, high-quality, culturally grounded services aligned with Tribal laws, values, and priorities while leading citizen engagement, program development, regulatory compliance, financial oversight, workforce development, and cross-divisional collaboration.

Organizational Restructuring Note: This position is part of the Tribe's newly adopted organizational structure. Responsibilities may evolve as the new structure is implemented. The full job description is available upon request from Human Resources.

What You'll Do

- Lead the division's strategic and long-term planning, align services with Tribal priorities and citizen needs, and support Tribal-wide initiatives and organizational priorities.
- Oversee Tribal Citizen Services operations, including Enrollment, Community Services Programs, and Tribal General Welfare Exclusion Benefits, while ensuring efficient and citizen-centered service delivery.
- Manage divisional budgets, forecasts, financial performance, funding allocations, grants, and program funding sources.
- Lead, mentor, and develop staff while overseeing recruitment, training, professional development, accountability, and a culturally respectful service environment.
- Ensure compliance with applicable Tribal laws and policies, enrollment ordinances, federal regulations, and program funding requirements, including audits, reporting, documentation, and protection of confidential citizen information.
- Monitor performance measures, program outcomes, enrollment processes, service accessibility, and continuous improvement efforts across the division.
- Collaborate with Tribal leadership, elders, community members, governmental agencies, and other partners and present reports, recommendations, service information, and updates to Tribal leadership.

Work Environment & Physical Requirements

- Work is performed primarily in office and community settings, with occasional fieldwork related to community services and citizen engagement. The position generally works regular business hours but may require occasional evenings or weekends for community meetings or cultural events and periodic travel for regulatory meetings, trainings, and interagency coordination.

What We're Looking For (Minimum Qualifications)

- 10+ years of progressive leadership experience in Tribal administration, citizen services, enrollment, community programs, or a related field.
- Experience managing enrollment systems, community services, or General Welfare programs.
- Experience with federal funding programs, grants, regulatory compliance, budgets, and complex program operations.
- Experience working with Tribal governments required, with demonstrated leadership of multidisciplinary teams and the ability to manage sensitive and confidential information.

Preferred Qualifications

- Bachelor's degree in Public Administration, Tribal Governance, Business Administration, or a related field preferred. Relevant education, training, and progressively responsible experience will be considered in evaluating qualifications.

Supervision

- Reports to: Tribal Administrator
- Supervises: Tribal Citizen Services Division Staff

Why Join St. Croix?

We offer meaningful work that supports our community, along with competitive benefits designed to support your health, financial well-being, and work-life balance. Please visit our Human Resources page to review our excellent benefits offered at <https://stcroixojibwe-nsn.gov/government/human-resources/>.

Additional Information

Native American preference applies in accordance with P.L. 93-638. Employment offers are contingent upon successful completion of all pre-employment requirements. All positions require a pre-employment drug screening. Additional requirements, such as background checks and driver's record reviews, may apply depending on the position.

How to Apply

Apply online at: <https://stcroixojibwe-nsn.gov/home/employment-opportunities/>

Applications will be reviewed as received until the position is filled. Incomplete applications may not be considered. For any questions, please contact Human Resources at hr@stcroixojibwe-nsn.gov or (715) 349-2195 ext. 5196.