



KAKE TRIBAL CORPORATION

PO BOX 263 KAKE, AK 99830 PHONE: 907-785-3221 FAX: 1-855-310-3488

Job Title: Shareholder Relations & Records Specialist

Location: Kake Tribal Corporation, Kake, Alaska

Position Type: Full-Time

Job Summary:

The Shareholder Relations & Records Specialist will serve as the primary point of contact for shareholders, assisting them with a wide variety of inquiries and needs. This role is responsible for maintaining confidential shareholder records, handling estate settlements, creating memorial programs as needed, and ensuring all necessary documentation is on file. The ideal candidate will possess strong communication skills, the ability to handle sensitive and sometimes high-stress situations, and a deep respect for privacy.

Key Responsibilities:

- Ability to interact respectfully and professionally with shareholders, descendants, elders, and community members.
- Answer incoming calls from shareholders, addressing inquiries and providing assistance with shareholder-related matters.
- Assist with shareholder estate settlement processes, including collection and review of required documentation and coordination with management, legal counsel, and families as needed
- Maintain and organize shareholder files, ensuring that all records are up-to-date and compliant with relevant policies.
- Conduct yearly audits on shareholder files to ensure accuracy and completeness.
- Memorial assistance programs and related shareholder benefits
- Create and issue shareholder IDs as needed.
- Collaborate with other departments to ensure a smooth and efficient process for all shareholder interactions.
- Keep up to date with any changes in laws, regulations, and corporate policies that affect shareholders.
- Assist with the processing and issuance of shareholder distributions and annual tax forms for 800+ shareholders, including tracking unclaimed distributions and resolving returned checks or outdated shareholder information.
- Perform additional duties as assigned in support of corporate operations and shareholder services.



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Qualifications:

- High School diploma or equivalent required; Associate's or Bachelor's degree is preferred
- Previous experience in shareholder relations, customer service, or a similar administrative role preferred.
- Excellent communication skills, both written and verbal, with the ability to handle sensitive situations with professionalism and tact.
- Strong organizational skills and attention to detail.
- Ability to maintain confidentiality and handle high-pressure situations with discretion and sensitivity.
- Proficiency in Microsoft Office Suite and general office software.
- Ability to work independently and as part of a team in a fast-paced environment.
- Knowledge of Alaska Native Corporations and shareholder processes is a plus.

Benefits:

- Competitive salary based on experience
- Paid time off and holidays
- Opportunities for professional development and growth

Kake Tribal Corporation is an equal opportunity employer.
Shareholder and descendant preference may apply in accordance with applicable laws and corporate policies.