



## HO-CHUNK NATION LEGISLATURE

*Governing Body of the Ho-Chunk Nation*

### HO-CHUNK NATION LEGISLATURE DETERMINATION TO MODIFY ALL DEPARTMENT OF BUSINESS JOB DESCRIPTIONS TO INCLUDE A CUSTOMER SERVICE AFFIRMATION

#### RESOLUTION 04-19-11 A

- WHEREAS,** on November 1, 1994, the United States Secretary of the Interior approved a new Constitution for the Ho-Chunk Nation, formerly known as the Wisconsin Winnebago Tribe; and
- WHEREAS,** the Ho-Chunk Nation ("Nation") is a federally recognized Indian Tribe, pursuant to the Indian Reorganization Act of 1934; and
- WHEREAS,** Article V, Section 2(a) of the Ho-Chunk Nation Constitution ("Constitution") gives the Ho-Chunk Nation Legislature ("Legislature") the power to make laws, including codes, ordinances, resolutions, and statutes; and
- WHEREAS,** Article V, Section 2(b) of the Constitution grants the Legislature the power to establish Executive Departments, and to delegate legislative powers to the Executive branch to be administered by such Departments, in accordance with the law; any Department established by the Legislature shall be administered by the Executive; the Legislature reserves the power to review any action taken by virtue of such delegated power; and
- WHEREAS,** the Nation's Business Department has requested that the Legislature approve a customer service statement and affirmation in every Business Department job description; and
- WHEREAS,** the Legislature finds that the Nation's business enterprises depend on successfully meeting and exceeding the needs of the customer and that this message must be acknowledged and incorporated into the Nation's appropriate job descriptions;

**NOW THEREFORE, BE IT RESOLVED** that the Legislature, pursuant to its Constitutional authority approves the addition of the following affirmation statement to every job description, as recommended by the Business Department, at the end of the final sentence in the "Summary" section: "which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.";

**BE IT FURTHER RESOLVED** that every job description departmentally categorized as "Business," in addition to those support divisions of the Nation that work in the business facilities such as IT, Human Resources, Compliance and Surveillance departments shall include the above customer service statement, and that the Department of Personnel shall provide the Department of Business enterprises with the updated official job descriptions prior to May 15, 2011 or sooner.

#### Executive Offices

W9814 Airport Road P.O. Box 667 Black River Falls, WI 54615  
(715) 284-9343 Fax (715) 284-3172 (800) 294-9343

### CERTIFICATION

I, the undersigned, as Tribal Secretary of Ho-Chunk Nation, hereby certifies that the Legislature of the Ho-Chunk Nation, composed of **13 members** of whom **11** constituting a quorum were present at a meeting duly called and convened and held that on the **19<sup>th</sup> day of April, 2011**, that the foregoing resolution was adopted at said meeting by an affirmative vote of **7 members, 0 opposed, and 4 abstaining**, pursuant to the Article V, Section 2(a) and (x) of the Constitution of the Ho-Chunk Nation approved by the Secretary of the Interior on November 1, 1994, and that the foregoing resolution has not been rescinded or amended in any way. I further certify that this is a verified copy of said resolution.

Hope B. Smith  
Hope B. Smith, Legislative Tribal Secretary

April 19, 2011  
Date

