

Employment Opportunities



Position: Customer Service Representative
Service Area: Siksika Housing
Location: Siksika Nation Tribal Administration
Salary: Based on Education and Experience
Date Posted: February 1, 2024
Closing Date: February 15, 2024
Competition Number: SHCSR-01-02-01-24

POSITION SUMMARY:

The Customer Service Representative for Siksika Housing plays a crucial role in providing exceptional service and support to community members and visitors. They serve as the primary point of contact, responding to inquiries, addressing concerns, and providing accurate information regarding Siksika Housing services, programs, and events. This role ensures a positive and respectful experience for all individuals, while also facilitating transactions, maintaining records, and collaborating with internal departments to resolve customer issues. Their dedication to outstanding customer service contributes to the overall success and satisfaction of the Siksika Nation.

DUTIES & RESPONSIBILITIES: *Duties include but are not limited to:*

- Provide exceptional customer service to community members and visitors in a professional and courteous manner.
- Respond to inquiries and provide accurate information regarding Siksika Housing services, programs, and events.
- Handle incoming calls, emails, and in-person interactions, addressing questions, concerns, and complaints promptly and effectively.

MINIMUM QUALIFICATIONS:

Required Knowledge, Skills, and Abilities

- Knowledge of Siksika Nation culture, traditions, and community dynamics.
- Knowledge of general office procedures and practices.
- Strong communication skills, both verbal and written, with the ability to effectively communicate with diverse individuals.
- Excellent interpersonal skills and the ability to handle challenging situations with empathy and professionalism.
- Proficiency in using office software, such as Microsoft Office Suite and CRM tools.
- Ability to navigate complex information systems and databases.
- Attention to detail and strong organizational skills to manage customer interactions and administrative tasks simultaneously.
- Knowledge of local municipal services, programs, and regulations is an asset.

Education and Experience

- Office Skills Certificate preferred.
- High school Diploma or GED required.
- One to three years' experience in a customer service role required.

Other:

- General knowledge of the Siksika Nation Culture and some ability to communicate in the Siksika Language.

EMAIL recruitment@siksikanation.com To Apply, Receive a Job Description or Employment Application form.

CALL 403-734-5567 or 403-734-5579 to learn more.

WEBSITE www.siksikanation.com

Position will be filled based on requirements and candidate qualifications. Priority: Siksika Members, Indigenous Community, then others.