

Employment Opportunities



Position: Customer Service Specialist
Service Area: Siksika Housing Department
Location: Siksika Nation Tribal Administration
Salary: Based on Education and Experience
Date Posted: August 29, 2024
Closing Date: September 12, 2024
Competition Number: SNHCSS-01-08-29-24

POSITION SUMMARY:

The Customer Service Specialist primarily acts as the direct liaison between the tenants and the Siksika Housing Department. The Tenant Relations Representative is responsible for ensuring that tenant concerns, needs, and responsibilities are addressed and properly communicated between all involved parties.

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

- Familiarizes new tenants with information on inclusions and all aspects of the housing program, including tenant and landlord responsibilities.
- Manages and resolve disputes, including the action item tracking and reporting requirements.
- Actively seek resolution to all disputes being handled and determine the priority level of each dispute.

MINIMUM QUALIFICATIONS:

Required Knowledge, Skills, and Abilities:

- Strong interpersonal, human relations and communication skills, verbal and written
- Excellent oral, written, analytical and mathematical skills
- Understanding of the housing resolution dispute process
- Exemplary organizational and time management skills
- Familiarization with Canada Mortgage & Housing Corp. (CMHC) policies and guidelines relating to tenancies
- Knowledge in client services and administration, Siksika Housing Programs, CMHC Housing Programs, and Property Management
- Familiarity with Microsoft Applications, such as Word, Excel and Outlook
- Ability to manage and track multiple priorities at any one time
- Awareness and acknowledgement of always maintaining strict confidentiality
- Demonstrate reliability and accountability in all actions and tasks assigned
- Displays understanding of active advocacy and has knowledge of the importance
- Showcased abilities in acting as an intermediary with tenants and amongst various levels of management

Education and Experience

- Business Administration Certificate
- A minimum of 3 years of experience working in Property Management
- Class 5 Drivers License and 3 Year Drivers Abstract required
- Criminal Records Check Required

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.