

# Employment Opportunities



**Position:** Customer Service Representative  
**Service Area:** Membership  
**Salary:** Based on Education and Experience  
**Date Posted:** July 25, 2025  
**Closing Date:** August 5, 2025  
**Competition Number:** CFO-01-07-25-25

## POSITION SUMMARY:

The Customer Service Representative (CSR) is the first point of contact for members and the public. The CSR provides friendly, accurate, and timely service across multiple channels (phone, email, chat, in-person), processes membership-related applications and payments, and maintains complete, confidential records in compliance with privacy legislation and departmental policies.

## Duties & Responsibilities: \*see complete job description\*

- Use the organization's CRM/ticketing platform to log each contact, categorize the inquiry, and track it to resolution.
- Accept, review, and process membership, birth, marriage, death-certificate, and tax-exemption applications, both in person and online
- Scan, upload, and file all incoming documents to the secure electronic records system; maintain physical files as required
- Produce and issue member ID cards, ensuring identity verification protocols are followed

## Required Knowledge, Skills, and Abilities:

- Proficient with MS 365 (Outlook, Teams, Excel) and Adobe PDF tools.
- Experience using CRM or ERP membership systems; able to learn new platforms quickly.
- Basic POS or online payment-processing knowledge.
- Clear, courteous verbal and written communication.
- Data accuracy and attention to detail.

## Education and Experience:

- High-school diploma
- Post-secondary Certificate in Business Administration or customer service an asset

## Professional Designation/Certification/Licenses:

Valid Alberta Class 5 Driver's License Required

**EMAIL:** [recruitment@siksikanation.com](mailto: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](http://www.siksikanation.com)

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