

Employment Opportunities



Position: Customer Service Representative
Service Area: Membership
Salary: Based on Education and Experience
Date Posted: September 16, 2025
Closing Date: September 23, 2025
Competition Number: CFO-03-09-16-25

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 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.