

# Employment Opportunity



**Position:** Customer Service Representatives

**Service Area:** Membership

**Location:** Siksika Nation

**Salary:** Based on Education and Experience

**Date Posted:** February 13, 2026

**Closing Date:** February 27, 2026

**Competition Number:** SNMER-01-02-013-26

## 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. Person related applications and payments, and maintains complete confidential records in compliance with privacy legislation and departmental policies.

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

1. Handle a multiline phone system and respond to inquiries via email, web chat, and social media messaging.
2. Scan, upload, and file all incoming documents to the secure electronic records system.
3. Accept, review, and process of membership, birth, marriage, death certificate, and tax exemption applications, both in person and online.
4. Produce and issue member ID cards, ensuring identity verification protocols are followed.
5. Assist with onsite band distribution payouts, verifying eligibility and providing receipts.

## MINIMUM QUALIFICATIONS: 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.
- Cultural sensitivity and respect for Indigenous protocols.

## Education and Experience

High school diploma

Postsecondary certificate in business administration or customer service an asset

## Professional Designation/Certification/Licenses:

Valid Alberta Class 5 Driver's License required.

## Other:

Requires general knowledge of the Siksika Nation culture and some ability to communicate in the Siksika language.

**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