

Employment Opportunity



Position: Customer Service Representative
Service Area: Employee & Administrative Services
Location: Siksika Nation
Salary: Based on Education and Experience
Date Posted: August 13, 2026
Closing Date: August 27, 2026
Competition Number: EAS-01-08-13-26

POSITION SUMMARY:

The Customer Service Representative for the Siksika Nation Tribal Administration 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 Nation Tribal Administration services, programs, and events. This role ensures a positive and respectful experience for all individuals, while also facilitating transitions, 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 Siksika Nation.

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

1. Provide exceptional customer service to community members and visitors in a professional and courteous manner.
2. Respond to inquiries and provide accurate information regarding Siksika Nation Tribal Administration services, programs, and events.
3. Handle incoming calls, emails, and in-person interactions, addressing questions, concerns, and complaints promptly and effectively.
4. Assist community members in completing forms, applications and requests for services.
5. Maintain a thorough understanding of Siksika Nation Tribal Administration procedures, regulations, and policies to provide accurate guidance and assistance.
6. Process various transactions, such as payments, applications, and referrals, ensuring accuracy and adherence to established procedures.

MINIMUM QUALIFICATIONS: Required Knowledge, Skills, and Abilities

- Knowledge of Siksika Nation culture, traditions, and community dynamics.
- 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.

Education and Experience

High School Diploma or GED required.

One to three years' experience in a customer service role required.

Professional Designation/Certification/Licenses:

Office Skills Certificate preferred

Other:

Requires 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