



| EMPLOYMENT OPPORTUNITY: | |
|--------------------------------|----------------------------------------------|
| JOB TITLE | SNT Administrative Assistant |
| LOCATION | Stony Tribal Administration Mînî Thnî |
| SUPERVISION RECEIVED | SNT General Manager |

JOB SUMMARY

Under the direction of Stony Nakoda Telecom (SNT) the Administrative Assistant is responsible for delivery of customer service and supporting customers with all questions and concerns.

JOB DESCRIPTION

The Administrative Assistant is responsible for collecting payments from Stoney Nakoda Telecom (SNT) customers and assisting customers with billing questions/concerns and scheduling service calls & Installations. As this is a customer facing position, it requires a friendly and professional disposition.

DUTIES AND RESPONSIBILITIES

- Report directly to the Stoney Nakoda Telecom General Manager on a daily basis
- Receive, process, and record payments, cheques, and related documentation for new and existing customers
- Monitor customer accounts, including initiating service disconnections and reconnections in accordance with company policies
- Serve as the primary point of contact for in-person customer inquiries; relay customer concerns and messages to Technical Support or Management as required, and communicate company information to customers
- Support the Technical Support and Management teams by retrieving and analyzing relevant account information to resolve customer issues and assist with the implementation of new marketing initiatives and customer service programs
- Receive, manage, and resolve customer phone calls and emails related to Billing and Account Services, including but not limited to account setup, service additions or removals, payment and invoice inquiries, and reporting
- Manage and maintain Stoney Nakoda Telecom's social media presence (Facebook), including posting updates on projects, service area availability, and service packages; respond to public inquiries and escalate reported issues to Management as appropriate

EDUCATION, SKILLS, AND QUALIFICATIONS:

- Experience working with vulnerable populations
- Cultural awareness and competency (preferred)
- Understanding of cultural uniqueness within Treaty Seven Territory is an asset
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Excellent verbal, written, and presentation skills
- Strong interpersonal, listening, and coaching skills
- Excellent organizational skills
- Must be friendly, courteous, assertive, objective, and fair
- Speaking Stony Language (asset)

EMPLOYMENT CONDITIONS:

- Clear Criminal Record Check and Vulnerable Sector Check
- Vehicle in good working order to travel from and to work location.

WORKING CONDITIONS

- Community-based position with office-based work
- **Hours per Shift:** 7 hours
- **Shift Pattern:** Full Time
- **Length in Shift in Weeks:** 35 hours per week

HOW TO APPLY

- Interested applicants may submit their resume **on or before the posted deadline** to: Bearspaw First

Nation
c/o Bearspaw First Nation Human Resources

- Email: **dorotas@bearspawfirstnation.com**

We thank all interested applicants, however, only those who meet the requirements will be contacted for an interview. Stoney Nakoda Nations adheres to Section 1-9 of the Aboriginal Employee Preference Policy for candidate shortlisting and displacement. Only shortlisted applicants will be contacted for interviews