



Employment Opportunity **CUSTOMER SERVICE ADVISOR**

Reference No. SHD-CSA-1121

PURPOSE: Reporting to the Asset & Project Manager, the Customer Service Advisor is to supervise front-line staff, provide exceptional customer service to our members, and support to the housing program administratively. *This is a full time permanent position that works remotely, in the office, and moderate local travel as required.*

RESPONSIBILITIES:

Provide Supervision To Front-Line Staff:

- Supervise SHD Intake Clerks
- Train front-line staff who answer phones and service customers for tenant and maintenance
- Manage front-line staff schedules and coverage
- Train SHD front-line staff on housing and financial related software
- Assist intake clerks with handling irate customers and help resolve issues
- Guide team on which vendors to contact for emergency repairs
- Ensure intake clerks understand and follow existing and new policy and procedures
- Prioritize SHD Intake Clerk workload
- Other related duties as requested

Provide Customer Service to Members:

- Interact with customers and vendors
- Oversee the Quality Control customer feedback process and calls
- Review and update SHD Intake Clerk and call center script – with approval from Asset & Project Manager
- Escalate issues to upper management as required
- Other related duties as requested

Provide Administrative Support To the Program:

- Monitor TIFIS & CHAMP software program for service requests and service request completion
- Oversee the service request dashboard and regularly audits for accuracy, compliance, completion, and flags items to escalate to the Field Maintenance Manager and Asset & Project Manager
- Assign tickets to field and office staff
- Help develop new processes or procedures based on customer feedback
- Provide assistance to cover phones and administrative tasks for tenant and asset team
- Liaise with Tenant Advisor, Asset & Project Manager, and Field Maintenance Supervisor to complete tasks, close tickets, acquire quotes, get approvals, and issue purchase orders
- Review policies and procedures, submit requests for changes as required
- Assist in creation of yearly fiscal budgets, and sign off on expenditures up to approved set signing limits
- Liaise with other departments, external stakeholders as required
- Attend staff meetings
- Other related duties as requested

EDUCATION AND EXPERIENCE: *(please attach all required documents)*

- A Business Administration Certificate, or relevant experience with managing properties, social housing, and assets related to residential occupancy is required
- Minimum 3 years' experience supervising and training staff
- Proficient in a variety of MS Office Suite programs is required
- Experience working in a First Nations community is essential, and a willingness to learn about Cowichan culture, customs, and traditions
- Criminal Record Check (CRC) required
- Valid BC Driver's License and reliable vehicle required
- Effective December 1, 2021: full vaccination against COVID-19 is required to be eligible for employment at Cowichan Tribes. ***All individuals must show Proof of Vaccination as a mandatory condition of their employment***

SKILLS, KNOWLEDGE, AND ABILITIES:

- Experience managing budgets and supervising staff
- Experience with construction and/or renovation administration
- Knowledge of social housing programs and resources available
- Exceptional oral and written communication skills
- Experience dealing with vulnerable populations

HOW TO APPLY: *Interested applicants are invited to submit a current resume, a detailed cover letter and three references. Applications must be sent to Human Resources via email before the deadline with the Reference Number in the subject line of your email.*

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Cowichan Tribes Human Resources Department

Email: resume@cowichantribes.com

Website: <http://www.cowichantribes.com/member-services/human-resources/employment-opportunities>

Deadline: 4:00 p.m. on Friday, November 26, 2021