



Employment Opportunity

SHD INTAKE CLERK

Reference No. SHD-IC-1121

PURPOSE: Reporting to the Customer Relations Advisor, the purpose of the SHD Intake Clerk is to provide administrative support to the Property Management and Maintenance program. This position is a full time permanent position that works remotely, in the office, and moderate local travel as required.

RESPONSIBILITIES:

Provide Service to Community Members:

- Manage inbound and outbound calls promptly
- Demonstrate a professional and positive demeanor when responding to clients by phone, in writing, or in person
- Follow communication scripts when handling different topics
- Build sustainable relationships and engage customers by going the extra mile
- Identify customer needs, clarify information, research every issue and provide solutions and alternatives
- Keep records of all conversations in our software database
- Communicate on behalf of community members or refer them to designated internal and external contacts / resources
- Receive and process community complaints in a professional, confidential, and timely manner
- Assist community members to fill out forms, date stamp and provide copy to member and deliver original to appropriate staff or department
- Other related duties as requested

Provide Administrative Support to the Tenant and Asset Program:

- Provide administrative support to Tenant and Asset team for maintenance related duties
- Liaise with maintenance staff, program managers, and vendors for completion of service request work orders
- Track rental information, such as square footage, type, insurance level, rent amounts
- Schedule site visits with community members on behalf of maintenance work orders and property inspections
- Enter all correspondence and maintenance service requests into the in-house database system; ensuring information is accurate and up-to-date
- Follow up with clients throughout service request process, such as when additional information is required or a project decision has been made
- Update in house database with client communications, maintenance and contractor assessments, and close service requests as directed
- Provide a variety of clerical duties such as copying, scanning, data entry, and maintaining paper or electronic filing systems for the house tenant and maintenance files
- Create purchase orders, reconcile purchase orders with invoices to process for payment, and create interdepartmental transfer forms
- Track / distribute incoming and outgoing documents as assigned
- Type reports, correspondence, notices, memos, meeting agendas, publications, or other documents as assigned
- Ensure that Cowichan Tribes Housing Policy is applied and enforced
- Participate in training, organizational events, and staff meetings
- Other related duties as requested

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

- Grade 12 or equivalent required
- Certificate / Diploma in Applied Business Technology or Business / Office Administration is preferred
- 2 years administrative experience is preferred
- 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 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:

- Excellent written communication and interpersonal skills
- Strong attention to detail, planning, analytical, and organizational skills
- Strong time management skills with the ability to multitask
- Proven ability to uphold confidentiality and operate in a fast-paced / busy work environment
- Proficient in Microsoft Office programs, use of various office equipment and the ability to learn our in-house database systems for data entry and processing
- Strong customer service skills, with a community centered approach
- Knowledge of housing, maintenance, and tenant structures
- Ability to take initiative and possess good judgment
- Ability to work well independently and as part of a team
- Knowledge of Cowichan Culture and Language an asset

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.*

Reference No. SHD-IC-1121

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 Tuesday, November 23, 2021

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Indigenous ancestry. We thank all applicants in advance but only shortlisted candidates will be contacted.