



TSAWWASSEN FIRST NATION
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EMPLOYMENT OPPORTUNITY
Community Services Contact Centre Coordinator – Full Time Regular

Tsawwassen First Nation (TFN) is a proud Coast Salish nation with our land base situated in Tsawwassen, B.C. In 2009, the Tsawwassen First Nation Final Agreement came into effect – this treaty was the first modern urban treaty in BC and the first treaty to be successfully negotiated through the BC Treaty Commission process.

Tsawwassen First Nation also became a full member of Metro Vancouver, the first First Nation to do so. We are now going through a period of revival and renewal as we plan our future and seek opportunities to sustain our growth physically, economically and culturally, for present and future generations.

The Community Services Contact Centre Coordinator assists the Public Works Manager, Utility Supervisor and Public Works Forman. The Call Center Worker will oversee water meters, garbage/recycling collection, call center and work order planning contract services.

Working Relationships

- Lands Department – internal staff and external relations. Primarily assisting the Public Works Manager and Utility Operations Supervisor. Will work with other Lands department personnel and other Administrative Departments within TFN.
- Reports to the Utility Operations Supervisor.

Specific Responsibilities

- All outside Call Coordination
- Prepare and administer dispatch and work orders
- Field Public Works related calls and incorporate them into work orders where needed
- Prioritize calls, work orders, bookings and other tasks in accordance with the Supervisor's directive
- Maintain operation and maintenance schedules for sewer, water, drainage and boulevard works including irrigation systems
- Oversee Water Meter installation contract and supply data to Finance Dept.
- Lease and Vehicle Maintenance coordination
- Booking Parks and Fields
- Traffic Control coordination for maintenance activities
- Public Works Invoicing

Other duties include:

- Participating as an active member of the Public Works team

- Preparing and submitting all paper work required by the Public Works Department (Purchase Orders, time sheets, etc.)
- Staying knowledgeable and current on regulations and procedures relating to equipment and infrastructure

Education/Experience:

- Consistently adopting a customer service oriented approach is essential
- Grade 12 education plus a post-secondary diploma in a relevant field, or detailed evidence of equivalent experience
- Knowledge of maintenance business processes and best practices
- Strong organizational and effective time management skills
- Ability to communicate effectively in writing and verbally
- Ability to work effectively in a team environment and independently
- Flexibility in managing changing priorities and ability to work with minimum supervision
- Ability to deal courteously and effectively with the public
- Ability to perform moderate outdoor manual work in all weather conditions
- Physically capable of carrying out job duties and the ability to lift up to 50 pounds
- Awareness of work safe practices and knowledge of OH&S Regulations
- Experience using Microsoft Office suite and Microsoft Project
- Related experience performing maintenance and repairs is an asset
- A valid Class 5 BC Driver's License
- A valid Class 4 BC Driver's License is an asset
- Must provide a Driver's Abstract
- First Aid Level 2 Certificate is an asset
- WHMIS training and certificate is an asset

Working Conditions

Work requires moderate physical exertion such as bending, lifting, carrying, pushing, and climbing. Work may be indoors or outdoors, including working in inclement weather. May be exposed to noise generated by power tools and passing vehicles.

Pursuant to the Tsawwassen First Nation Government Employees Act, first priority in hiring among qualified applicants will be given to Tsawwassen Members, second priority to spouses (as defined in s. 3 (1) of the BC Family Law Act) of Tsawwassen Members, and third priority to members of other First Nations. If you fall within one of these categories and you wish to have this voluntary information considered as part of your application, please indicate the applicable category in your cover letter.

Qualified applicants are invited to submit their resume and cover letter to hr@tsawwassenfirstnation.com

Wages: Competitive pay commensurate with qualifications with excellent benefits

We wish to thank all interested applicants; however, only short-listed candidates will be contacted for interview.