



**TSAWWASSEN FIRST NATION**  
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**EMPLOYMENT OPPORTUNITY**  
**Community Services 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 Coordinator will assist the Public Works, Operations & Utilities, and Facilities Groups. Act as a primary point of contact for the community who have any complaints and concerns.

**Specific Responsibilities**

- Receive customer calls and determine the appropriate internal or external team members to attend to and resolve matters.
- Liaise with staff and community, and direct maintenance and service when needed.
- Prioritize calls and work orders and other tasks in accordance with the management's direction.
- Work collaboratively with internal staff and external parties to develop appropriate solutions to complaints.
- Follow-up with customer and internal staff during complaint process, until inquiry/complaint is resolved.
- Assist with developing policies that reflect the service levels desired by TFN.
- Provide utility information from utility maps to crews and the community upon request.
- Responsible for BC One Call enquiries.
- Assist with updating procedure manuals as required.
- Prepare and administer dispatch and work orders.
- Assist in operation and maintenance schedules for sewer, water, drainage and boulevard works including irrigation systems
- Facilitate with booking of parks and venues.
- Assist with contract supervision duties and purchasing.
- Assist with infrastructure inspections and monitoring (e.g. landscape conditions, potholes, damaged or fallen street signs, etc.)
- Other duties as required.
- May be required to assume other responsibilities during emergencies in the municipal environment.

## Qualifications

- A post-secondary diploma in relevant field, or detailed evidence of equivalent experience.
- Strong experience with Microsoft Office Suite (Outlook, Word, and Excel).
- Valid Class 5 BC Driver's License and the use of a reliable personal vehicle.

## Preferences

- A minimum of 4 years of administrative and customer service experience, preferably in a call centre or other office environment.
- 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.
- Ability to read and understand civil engineering drawings.
- Flexibility in managing changing priorities and ability to work with minimum supervision.
- 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.

## 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](mailto: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.*