



Employment Opportunity
SUSTAINABLE HOUSING DEPARTMENT
INTAKE CLERK (X2)

Reference No. SHD-ADM-MIC-1019

Purpose: Under the direction of the Property Coordinator, the purpose of the SHD Intake Clerk is to provide administrative support to the Property Management and Maintenance program. This is a permanent 1.0 FTE position and works primarily in the office with minimal local travel required.

Responsibilities:

- Demonstrate a professional and positive demeanor when responding to clients by phone, in writing, or in person
- Communicate on behalf of community members or refer them to designated contacts / resources
- Receive and process community complaints in a professional, confidential, and timely manner
- Assist community members to fill out forms
- 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
- Follow up with clients throughout service request process
- 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
- Create/reconcile purchase orders and interdepartmental transfer forms
- Type reports, correspondence, notices, memos, meeting agendas, publications, or other documents as assigned
- Ensure that Cowichan Tribes Housing Policy is applied and enforced
- Other related duties as required to support the Sustainable Housing Department

Education and Experience: *(Please attach all corresponding documents)*

- Grade 12 or equivalent required
- Certificate / Diploma in Applied Business Technology or Business / Office Administration is preferred
- 2 years administrative experience
- Experience working in a First Nations community and or a willingness to learn
- Minimum Class 7N BC Driver's License is required

Skills, Knowledge, and Abilities:

- Excellent written communication, customer service skills and interpersonal skills
- Strong attention to detail, planning, analytical, and organizational 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 and the ability to learn our in-house database systems
- Knowledge of housing, maintenance, and tenant structures
- Ability to work well independently and as part of a team
- Knowledge of Cowichan Culture and Language an asset

Interested applicants are invited to submit a current resume and a detailed cover letter clearly stating how you meet the qualifications listed in the job posting. Please reply to the undersigned, quoting the reference number and position title.

Attention: Reference No. SHD-ADM-MIC-1019

Human Resources Department, Cowichan Tribes
5760 Allenby Rd. Duncan, BC V9L 5J1

Email: resume@cowichantribes.com

Website: <http://www.cowichantribes.com/employment>

Deadline: 4:00 p.m. Thursday October 24, 2019

*Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal Ancestry
Only those candidates that are short listed will be contacted*