



**YOUTH EMPLOYMENT OPPORTUNITY  
MISSISSAUGAS OF ALDERVILLE FIRST NATION  
YOUTH CONTRACT POSITION TO MARCH 31, 2018**

**Youth Customer Service Assistant**

**Job Scope:**

Alderville First Nation has been working on a project to establish a Wireless Internet Service Provider that will provide service to the community of Alderville First Nation and the surrounding area. We are proud to introduce Rice Lake Wireless to Ontario. The YOUTH CUSTOMER SERVICE ASSISTANT'S role will consist of three main objectives:

- Providing excellent customer service
- Maintaining a positive customer experience and escalating accordingly
- Representing Rice Lake Wireless with a positive attitude and image

The YOUTH Customer Service Assistant is responsible for providing general customer support via incoming calls/emails by helping to schedule installations, and administrative support resulting in a positive customer experience.

This position will report to the Director who will oversee operations for the current and future phases of this project. The YOUTH Customer Service Assistant is required to ensure the duties outlined below are fulfilled in a timely, co-operative, and professional manner.

**Duties and responsibilities:**

- Respond to queries over the phone: Takes orders over the phone and in person.
- Respond to email messages for customers seeking help.
- Follow up with customers to ensure any install issues have been resolved.
- Solicits information about service needs from customers.
- Assist with the company helpline.
- Ensure quality of service by developing a thorough and detailed knowledge of features of Rice Lake Wireless systems and processes
- Other duties as assigned

**Qualifications:**

- Must be between the ages of 15 and 30 to qualify under Youth funding
- Must have minimum of grade 12
- Must have experience in a customer service role, along with excellent time management, multi-tasking skills and self-motivation; experience in telecommunication industry is an asset
- Telecommunications or Reception help desk experience is an asset
- Willingness to learn and develop new skills
- Proven skills in strong and clear communication (both written and verbal) and interpersonal skills
- Ability to assess situations, prioritize, respond, and escalate accordingly
- Knowledge of working in a First Nation environment is an asset
- Must have Valid Glass G driver's license and access to own reliable transportation
- Must be bondable
- Must be willing to provide Criminal Reference Check and Vulnerable Sector Search upon conditional offer

**Deadline to apply: Thursday, November 16<sup>th</sup>, 2017 at 4:00pm** (Late applications will not be accepted).

Applications can be delivered to the reception of Alderville First Nation Administration Office. Submissions must include a cover letter, resume along with three work related references and/or letters of reference. Electronic submissions should be sent as ONE document with YOUR NAME within the file name.

Alderville First Nation  
11696 Second Line Road P.O. Box 46  
Roseneath, ON K0K 2X0  
ATTN: HR Manager

Faxed applications to (905) 352-3242  
Emailed applications to [mlevesque@alderville.ca](mailto:mlevesque@alderville.ca)  
Hand deliver or mail to address listed above – RE:  
**Youth Customer Service Assistant**

*We thank all who apply; however, only those selected for an interview will be contacted.  
Chief and Council retain the right to make the final decision on the selection of the successful candidate.*