



EMPLOYMENT OPPORTUNITY MISSISSAUGAS OF ALDERVILLE FIRST NATION



Director of Operations Rice Lake Wireless

Job Scope:

Alderville First Nation has been working on a project (**Rice Lake Wireless**) to establish a Wireless Internet Service Provider that will provide service to the community of Alderville First Nation and the surrounding area. The Director of Operations will be responsible for overseeing all aspects of the project/company and making business decisions on behalf of the Board of Directors of Rice Lake Wireless.

Job Duties:

- Oversee entire business operations with a special emphasis on finances and accounting
- Recruit and supervise a team of employees
- Ensure project stays on budget and funder reporting requirements are being met
- Review/Update business plan and current work plan to date
- Provide regular reports to Rice Lake Wireless Board of Directors and work closely with the Chair
- Arrange meetings of the Board and take minutes
- Prepare briefing reports for Chief and Council
- Consult with legal team as needed
- Provide community & client news and updates
- Acquire additional funding for business expansion
- Ensure staff are trained appropriately and coordinate training programs as needed
- Travel to market areas served by Rice Lake Wireless
- Ensure the Company is following the marketing strategy and is regularly advertising to potential customers
- Demonstrate services to potential customers at festivals, events, trade shows or other appropriate venues
- Train other demonstrators (as needed)
- Discuss pricing tiers with customers & suggest specific service purchases
- Make sales and ensure the company is regularly adding and retaining customers
- Ensure the entire team maintains excellent customer services at all times
- Set up user accounts and passwords (when required)
- Ensure systems comply with industry standards
- Maintain daily performance of staff
- Schedule customer installs and ensure installation team is completing installs on schedule
- Troubleshoot client issues & respond to email messages for customers seeking help (when required)
- Follow up with customers to ensure issues have been resolved
- Stay abreast of market trends and market reactions

Qualifications:

- Must have proven project management skills, along with excellent time management and self-motivation
- Must have post-secondary education in the IT sector
- Must have strong computer skills (MS Office Suite) and capability to learn new computer software
- Proven skills in report writing and strong communication and interpersonal skills
- Experience with directly supervising staff and building a team
- Knowledge of working in a First Nations environment is an asset
- Must have Valid Class G driver's license and access to reliable transportation
- Must be willing to provide Criminal Reference Check and Vulnerable Sector Search upon conditional offer

Deadline to apply: March 1st, 2018 at 4:00pm (Late applications not accepted).

Applications can be delivered to the reception of Alderville First Nation Administration Office. Submissions must include a cover letter, resume, salary expectations, 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: **Melissa Levesque**

Faxed applications to (905) 352-3242
Emailed applications to: **mlevesque@alderville.ca**
Hand deliver or mail to address listed above – **RE:**
Director of Operations

*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.*