

CHAMPAGNE AND AISHIHIK FIRST NATIONS

<u>Identification:</u>	Spirit Builder/ Citizen Services Officer (Pilot Project)
<u>Department:</u>	Citizen Services
<u>Supervisor:</u>	Director of Citizen Services
<u>Date:</u>	July 15, 2019
<u>Wage Level:</u>	8
<u>Status:</u>	Term Full-Time

A. **Job Summary:**

The Spirit Builder/Citizen Services Officer is responsible for providing quality customer service to the Citizens through the One Window approach, in order to improve Citizen access to programs and services as well as facilitate CAFN departments and agencies to better serve CAFN Citizens.

The position will assist CAFN Citizens in obtaining information about available government programs and services, support interaction between government departments and the community, and help residents complete forms and documentation required to access programs and services. This pilot position will also be responsible for collecting data, analyzing the various systems and corresponding data, making recommendations, and evaluating the success of the pilot program.

The role of the Spirit Builder/Citizen Services Officer is the front line contact for the One Window approach and an advocate on behalf of Citizens by providing this service in-person and through telephone, email, online, fax and mail correspondence. By focusing on building relationships and trust with CAFN Citizens, the employee will meet with Citizens in a variety of locations, including personal homes, community centres and CAFN government buildings. They will use their knowledge of the individual Citizen(s) to identify programs and services that will provide the most holistic support.

B. **Main Duties:**

1. Provides front line quality customer services to the Citizens with value-added information, advice and guidance on program and service requirements through the One Window approach by:
 - providing excellent service to the Citizens.
 - responding to information requests and general inquiries from the Citizens and staff either in-person, telephone, email, online, fax and/or mail correspondence services.
 - providing information about Federal, territorial, or other programs and services when possible, and helping clients connect with the service they are seeking.
 - helping clients find information about programs and services sought, and also assessing which available Citizen services, including territorial, federal, provincial, Indigenous, municipal or other, may best suit a client's needs.
 - sorting and forwarding requests to appropriate program areas or obtaining information as required, and referring to appropriate staff as necessary
 - determining if there is a need for more in-depth involvement by a particular program/service specialist.

- providing guidance on the use of navigation and self-service tools (e.g., internet, phone, program database); responding to questions about electronic service channels; providing assistance with electronic exchanges; and promoting and encouraging Citizen access to electronic service channels.
 - assisting Citizens with the completion of applications, forms and documentation.
 - communicating information, and assisting with forms and applications when language is a barrier for the Citizen.
 - respecting the confidentiality and sensitivity of information received from Citizens.
2. Helps the Citizens and staff in accessing government applications, brochures, forms, acts and regulations, and programs and services by:
 - processing requests for information.
 - conducting basic research (e.g., computer and manual record searches).
 3. Maintains a monthly spreadsheet that is used to provide statistical information of day-to-day transactions for the Supervisor and for tracking purposes.
 4. Participates in CAFN meetings by:
 - Attending all Citizen Services departmental meetings.
 - Participating in relevant departmental meetings as it relates to learning more about Citizen-oriented services.
 - Acting as a liaison between the Citizen and various CAFN departments.
 - Acting as a liaison between Federal government and Yukon government departments and agencies travelling to the community to deliver programs and services.
 - Attending all relevant training sessions when required
 - Provides on-the-job training to auxiliary-on-call staff to help ensure there is a pool of staff to provide support to Citizens.
 5. Performs other related duties as required.

C. Job Knowledge and Skills

Education and Experience:

Successful completion of two (2) years post-secondary education in Public or Business Administration, or related discipline from a recognized educational institution (e.g. college, university). Considerable experience providing services to the Citizens in a Customer Service oriented role, by telephone, in person or in writing. Experience in delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification. Experience in developing and evaluating programs, using both quantitative and qualitative methods. Experience in using Microsoft applications such as Word, Excel, outlook, internet is required. Proficiency (spoken and written) in Southern Tutchone would be an asset. An equivalent combination of training and experience will be equally considered.

Job Knowledge:

- Knowledge of the mandate(s), vision(s), mission(s), organizational structures and service standards of CAFN departments.
- Knowledge of government services (including content, intent and relationship to other programs and services), delivery techniques (including timing, method, eligibility), and reporting requirements.
- Knowledge of the history and culture of the Champagne and Aishihik First Nation community and family structures.

- Strong foundation in Southern Tutchone Traditional Knowledge, Values and Culture

Specific Skills:

- Effective communication skills, with particular attention to excellent customer service. Speaking Southern Tutchone would be an asset.
- Proficiency with Microsoft Office.
- Analytical skills, including the ability to research information, interpret information, and clearly explain programs, policies, and procedures to others.
- Ability to identify, analyze and refine systems and processes
- Ability to plan and prioritize.
- Ability to undertake training and apply new knowledge to changing situations.

Interpersonal Skills:

- Ability to establish trust and rapport with Citizens
- Ability to work under pressure in a multi-task environment, with a passion for helping others.
- Ability to work independently, with minimal supervision, and maintain confidentiality.
- Ability to provide service to all Citizens in a fair and equitable manner.
- Ability to use professional judgment.
- Ability to work well work in a team environment.

D. **Decision Making:**

- Success in this position will require a high degree of tact, diplomacy and discretion.
- The incumbent will be responding to questions from Citizens about access to government programs and services and be expected to provide reliable information, advice and guidance on program and service requirements.

E. **Impact/Accountability:**

- The impact of decisions made by the incumbent has a significant effect on the entire CAFN membership.
- Maintains an in-depth knowledge of government services in order to answer and direct inquiries.
- Promotes the “no wrong door” approach when providing government services to the Citizens.
- Provides a high level of client satisfaction by providing efficient and accurate services and information to the Citizens.

F. **Positions Supervised:**

NONE

G. **Working Conditions:**

The majority of the work takes place in an office environment. At times, duties will be carried on outside of the office, through home visits, or other settings. Work conditions require adapting to change, dealing with a variety of different client situations, as well as potentially receiving calls and dealing with angry or upset Citizens. In the course of duties, there is occasionally the requirement to deal with angry and emotional clientele. The incumbent will consult with individuals with considerably different values and lifestyles.

H. **Conditions of Employment**

- Willingness to travel to Whitehorse to meet with other governmental agencies, and to also attend meetings or training sessions.
- Willingness to travel throughout CAFN Traditional Territory to meet with clients in their homes to provide a more holistic service.
- A valid class 5 driver's license. Class 4 driver's license would be an asset.
- Overtime may be required. Willingness to work evenings and/or week-ends. Extended workdays may be required to accomplish tasks and meet workload demands during peak periods.
- Security clearance.
- Willing to respect and maintain confidentiality.
- Ability to lift and carry light-weight objects such as file boxes, supplies, equipment, laptops, etc.
- Notary Public would be an asset

I approve this position description as being representative of the work I require to be performed and that the responsibility and authority levels identified have been delegated to this position.

Senior Director, Citizen Services

Date

Employee

Date