



LOWER KOOTENAY BAND

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LKB Call for Statement of Interest in Employment Opportunities

The Lower Kootenay Band (LKB) is seeking statements of interest (SOI) from LKB band members and others in the LKB community who may wish to apply for employment as Client Care Representatives in a locally situated Call Centre. To be considered for such a position, it is essential that the person be able to commit to regular work hours, shift work and **be able to travel away from the community for extended periods of time**. Any successful candidate will be expected to attend training in the Greater Toronto area for four to six weeks.

Please note, that if LKB does not receive interest from enough qualified candidates, the opportunity for a Call Centre may be lost.

ESSENTIAL DUTIES

- Fulfill a Client Care Representative role ensuring that clients served experience a welcoming and satisfying experience
- Answer incoming calls and gather sufficient information to accurately identify needs
- Perform accurate data entry including; Client registration, follow up call notes, medical information and client information
- Complete appropriate documentation as required and prepare documents
- Problem solving skills and ability to show compassion to clients' needs
- Answer inquiries via email, phone and website
- Perform follow up calls to gather medical information and document findings
- Maintain accurate and complete documentation as required by company policies
- Strictly adhere to confidentiality and privacy at all times

WORKING CONDITIONS, ENVIRONMENT & PHYSICAL DEMANDS

- Sitting for long periods of time
- Frequent computer use and frequent telephone use
- May be required to work overtime as needed
- Office environment, noisy at times typical of a call centre

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Completion of High School
- Strong attention to detail
- Ability to remain diplomatic, tactful and compassionate when dealing with clientele
- Previous experience in customer service is preferred
- Ability to work in a fast paced environment and meet deadlines
- Ability to establish priorities, work independently and as a team member
- Strong computer skills and understanding of Microsoft Office and Email
- Must be able to provide clear criminal record check

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This call uses a two-stage selection process. In Stage 1, applicants will submit an SOI on the form provided to Heather Suttie, Interim Director of Operations at lkbcoo@lowerkooteney.com or delivered to the front desk of the Band Administrative Building.

The deadline for the submission of Statement of Interest is December 4, 2015.

If LKB deems that there are enough qualified candidates to move forward with the Call Centre opportunity, those qualified persons who submitted a SOI will be invited to submit a complete resume in Stage 2 of the selection process.

STATEMENT OF INTEREST

Name _____

Present address _____

Telephone _____ Email _____

How many hours can you work weekly? _____ Can you work evenings? _____

Can you work weekends? _____

Can you travel out of the Community for extended periods of time? _____

Can you attend training in the Greater Toronto Area for 4 to 6 weeks? _____

TYPE OF SCHOOL	Name of SCHOOL	Location	Number of Years Completed	Diploma , Certification , etc.
High School				
Post Secondary Training				

WORK EXPERIENCE - Please list your work experience for the last five years beginning with your most recent job held.

Name of Employer	Your Job Title