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3050 Hwy 93/95 Windermere, B.C. V0B 2L2

Office: 250.342.6301 Fax: 250.342.9693

www.akisqnuq.org

THE LAND OF THE TWO LAKES

Director of Member Services

ᐱᓕᓴᓂᓄᓕ ᑭᓱᓂ ᑕᓴᓂᓄᓕ (“AFN”) is looking for a talented individual to join our team as the **Director of Member Services**. Reporting to the Chief Administrative Officer (CAO), this position provides overall leadership, direction and support for the planning, development, delivery, and administration of Member Services programs. The Member Services Department focuses on the overall well-being of ᐱᓕᓴᓂᓄᓕ members, and notably includes the delivery of Indigenous Services Canada programs focused on Education, Social Development, Education and Housing, and ᐱᓕᓴᓂᓄᓕ priorities such as Language, Culture and Elders Programs.

ᐱᓕᓴᓂᓄᓕ ᑭᓱᓂ ᑕᓴᓂᓄᓕ is a member Community of the Ktunaxa Nation. Externally, we are here to serve the Community, and internally, we are our own Community, comprised of different departments unified by our Vision, Mission, and Values. As a team, through our own roles and departments, the AFN Organization works together to achieve our strategic plan “Our Thinking” and continue to progress and move our community forward.

Job Type: This role is full-time working 35 hours per week.

The primary responsibilities include:

Program Management:

- Lead and support the development and management of Member Services programs, ensuring alignment with organizational mission, vision, and community plans.
- Monitor service delivery compliance with local, provincial, and federal regulations, ensuring integration of traditional and cultural practices.
- Collaborate with managers and coordinators to maintain relationships with key external partners and stakeholders.
- Evaluate program outcomes, set goals, and ensure seamless service delivery that meets community needs.
- Participate in relevant committees, support communication strategies, and engage the community in program development and evaluation.
- Report on program performance, manage compliance issues, and oversee emergency preparedness plans.

Finance and Administration:

- Manage departmental finances, work plans, and budgets in collaboration with the Comptroller.
- Develop funding proposals, oversee financial reporting, and manage funding agreements.
- Ensure records and financial operations comply with legal and organizational standards.
- Coordinate resource deployment and maintain support systems for finance, technology, facilities, and HR.



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- Anticipate capital needs and collaborate on business plans.

Department Management:

- Provide leadership to ensure clarity of roles, appropriate training, and adherence to policies.
- Maintain a safe, respectful work environment and manage staff performance and development.

Leadership Team:

- Actively participate in the Leadership team, promoting continuous improvement and positive organizational futures.
- Communicate regularly with the CAO and Council, providing updates and support on community service programs and emergent issues.

Other duties as required.

Qualifications:

- Bachelor's degree in Indigenous Studies, Public Administration, Social Work, Social Development, or a related field.
- Minimum of five years of progressively more responsible experience, including managing staff
- Experience working with First Nations/Aboriginal/Indigenous communities
- Excellent attention to detail
- Excellent project management abilities, ensuring timely and budget-compliant delivery
- Ability to communicate effectively across all organizational levels
- Skilled in developing and implementing procedures and work standards
- Adept at budget management and resource allocation

What we offer:

- Competitive base salary (\$95,000-\$115,000 per annum)
- Discretionary office closure between Christmas Day and New Year's Day, as determined by the Council each year
- Paid annual vacation
- Paid sick days
- Matched RRSP program with employer matching up to 5.5% of the employee's salary, available after 4 months of service
- Employer-paid Group Benefits which includes Life Insurance, Health and Dental benefits, Employee and Family Assistance Program, Short- and Long-Term Disability, available after 3 months of service
- Live and work in the most beautiful place in British Columbia



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To apply for this job, email your resume to hr@akisqnuq.org.

ᐱᐱᓴᓴᓴᓴᓴᓴ supports a diverse and inclusive work environment and welcomes applications from all qualified applicants. You must be legally entitled to work in Canada. We thank all applicants, however only those selected for an interview will be contacted.