

Job Title:	Director of Member Services	Organization	Naut'sa mawt Tribal Council
Position Type	Temporary Full Time December 1 st , 2023 -January 15 th , 2025	Supervisor	Edith Moore, CAO
Business Hours	35 Hours per week	Location	Lower Mainland/Vancouver Island

Position Focus:

The Director of Member Services is responsible for overseeing and managing all aspects of the Member Services department within the organization. Naut'sa mawt is guided by values deeply informed by our Indigenous roots that are inherently culturally safe and respectful, and prides ourselves in the continual and respectful integration of Indigenous cultural activities and ceremonies. This role involves developing and implementing strategies to enhance Member Nation satisfaction, as well as ensuring the delivery of high-quality service to all 10 Member Nations.

Accountability:

Reporting to the CAO, the Director of Member Services plays a crucial role in ensuring the overall satisfaction and engagement of the organization's Members. They must have strong leadership and communication skills, as well as a deep understanding of Member Nations First Nations culture, principles, and practices. Additionally, they should have experience in managing teams and implementing strategies to drive Member Services and Nations engagement and growth.

Role and Responsibilities

The responsibilities of the position include but are not limited to:

Organizational and operational excellence.

- Developing and implementing member service policies and procedures to ensure consistent and efficient service delivery.
- Developing and managing the department's budget and resources.
- Keeping up to date with Member Nation trends and best practices and implementing relevant changes as needed.

Identify priorities, develop, and deliver relevant, impactful programs and services.

- Monitoring and evaluating Member Nations satisfaction levels and implementing strategies to improve Member experience.
- Collaborating with other departments to ensure seamless integration of Member Services with other organizational functions.
- Analyzing Member data and trends to identify opportunities for service improvement and growth.

Facilitate meaningful conversations and communications.

- Leading and managing the member services team, including hiring, training, and performance management.
- Organizing and facilitating Nation to Nation visits. 10 Nations 2xyearly.

- Collaborating with marketing and communications team to develop and execute member nation community strategies. Ensuring a bi-monthly newsletter is completed.

Develop relationships and opportunities to generate ethical and equitable revenue.

- Developing and implementing member nations strategies, including member engagement programs and initiatives.

Education and Professional Experience

- Experience working with Indigenous communities is considered an asset
- Bachelor's Degree in Business Management, Public Administration, or related field and three (3) years of professional management experience in a similar organization, that involves program planning and evaluation, proposal writing, grants and fundraising administration, personnel and financial management, facilitation of training programs, policy development, etc. OR Any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.
- Proficient in Adobe Acrobat and Microsoft Suite programs including Teams, Word, Excel and PowerPoint.
- Class 5 Drivers license with the ability to travel to Member Nation communities.

Knowledge, Skills, and Abilities

- Proven management and administrative skills, including financial and human resource management.
- Strong strategic planning and organizational ability.
- Superior verbal and written communications skills.
- Excellent interpersonal skills essential to dealing effectively with a diverse group of interested and influential individuals as well as maintaining staff morale and direction.
- Ability to work with a high level of confidentiality, tact and discretion.
- Results-oriented administrative management and implementation skills.
- Team player with a Member Nation focus.
- Accountable and dependable, with strong ethics and integrity.
- Consultative work style with good mediating and negotiating skills.

Other

- Willingness to travel for occasional meetings and events.
- May be required to work nights, weekend, and holidays on occasion.
- Follow Naut'sa mawt Tribal Council policies and procedures
- **Note:** *this is a remote position for those located within the Lower Mainland B or Vancouver Island area. Ability to attend events in person within this area is required.*