



**Join Our Team!**

**LAKE BABINE NATION**

**Posted: October 21, 2020; Deadline: November 20, 2020**

# **PROGRAM LIAISON OFFICER**

**Four (4) Positions available**

*The **Program Liaison Officer** is accountable for dealing with member inquiries and understands their role as ambassador and provides positive outlook on programs & services of Lake Babine Nation. This position also serves as a liaison between members and the Foundation Team. The Program Liaison Officer will receive and respond to member inquiries and concerns to determine the cause and possible means of correction. The role will help identify and implement process and improvements through recommendations to increase the efficiency, effectiveness, and quality of Lake Babine Nation operations and services.*

## **RESPONSIBILITIES**

- Visit Lake Babine members to learn about their priorities for the Lake Babine Nation Foundation Agreement
- Provide the highest member support in order to meet and exceed satisfaction
- Make sure all members inquiries are addressed and handled professionally, leaving the member with a positive resolution.
- Responsible for resolving member complaints and acts as a liaison with Foundation team and operations to resolve challenges / setbacks.
- Organize and relay member feedback for Lake Babine Nation Foundation Agreement implementation.
- Support new development and continuous improvement by integrating member feedback and control into processes.
- Promote and advocate quality achievement and performance improvement across the organization.
- Maintain member feedback requests and documentation.
- Troubleshoot issues within the member service process.
- Share successes and foster an atmosphere of success.
- Performs other duties as required

## **QUALIFICATIONS**

- High school diploma or GED required
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Demonstrated experience analyzing and resolving member issues;
- Must possess excellent communication skills for liaising and communicating with Lake Babine members and internal departments
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to effectively communicate both verbally and in writing
- Ability to coordinate and organize meetings, exhibits, and other events
- High level of proficiency with Microsoft (Word, Excel, PowerPoint) software packages
- Strong work ethic and positive team attitude
- Class 5 Drivers' License, Reliable vehicle

**APPLY NOW!**

Philine West, *Human Resources Assistant*

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Successful candidates of short-listing will be contacted