



# CHIPPEWAS OF KETTLE & STONY POINT FIRST NATION

## EMPLOYMENT OPPORTUNITY

### CLIENT NAVIGATOR – ON CALL

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<b>PROGRAM AREA:</b>	ECONOMIC DEVELOPMENT
<b>POSITION TITLE:</b>	FOUR WINDS CLIENT NAVIGATOR (ON CALL CASUAL)
<b>REPORTING PROTOCOL:</b>	REPORTS TO THE PROGRAM MANAGER (PM) OR DESIGNATE

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**POSITION SUMMARY:** Under the direction of the Four Winds Community Employment Services Manager, the casual Client Navigator is responsible for providing secretarial support for the Community Employment Services office and staff and navigating basic client services in the absence of the Resource and Information Officer or staff person being replaced for the short term. The casual Client Navigator will be responsible for the Front Desk Reception area answering incoming inquiries including in person, phone calls, emails and other means of communication in addition to navigating client services to walk in/ in person visits to the office. The casual Client Navigator will also be responsible for directing inquiries to appropriate staff member based on the services and inquiry questions presented but will also act as a first line of navigation, assisting clients with basic tasks like computer access, photocopying, faxing, ect. The casual Client Navigators will be responsible for assisting with community computer access and updating the employment information board daily, tidying tasks, and office inventory and filing processes as directed by the PM or designate.

#### **EDUCATION/PROFESSIONAL REQUIREMENTS:**

- Grade 12 or GED.
- Post secondary education including a certificate, diploma, degree in a related field is seen as an asset.
- Service Excellence or Customer Service certification.
- 1-2 years of experience providing exceptional customer service, in an office or service-related industry.
- Experience working with individuals that may be experiencing homelessness, addiction or other perceived or systemic employment barriers would be a strong asset.
- Knowledge of employment, training and education programs available to support individuals achieve education and employment goals.
- One of more years of experience with Chippewas of Kettle and Stony Point Administration internal process including knowledge of the Financial Management By-law, policies and procedures would be an asset.
- Knowledge of customer service principles and practices.
- Proficiency with Microsoft computer programs including the Microsoft Office 365 suit, Excel, Word, PowerPoint, ect and ability to learn new systems.
- An understanding of how AI (Artificial Intelligence) is impacting applications for work, and can also assist clients is an asset.

#### **PREFERENTIAL HIRING REQUIREMENTS:**

- KSPFN encourages all qualified individuals to apply. However, preference will be given to qualified First Nations people in accordance with KSPFN' General Principles of the Human Resource Management Policy, section 16 of the Canadian Human Rights Act, sub-section 24(1)(a) of the Ontario Human Rights Code, and section 7 of the Employment Equity Act. First Nations candidates who wish to qualify for preferential consideration can self-identify themselves in their cover letter.
- Successful applicant must provide a current and up to date CPIC and vulnerable sector background check upon hiring. Successful applicant must provide a copy of their Diploma and other related certificates. Applicants must consent to a full background check upon hiring.

#### **RATE OF PAY:**

- \$21.22/hr - Starting Rate.

PLEASE SUBMIT COVER LETTER AND RESUME BY CLOSING DATE – MARCH 19<sup>TH</sup>, 2026 AT 4:00PM

TO: Chippewas of Kettle & Stony Point First Nation,

ATTN: HR – On Call Client Navigator – Four Winds

Email to: [hr.assistant@kettlepoint.org](mailto:hr.assistant@kettlepoint.org)

*A full Job Description is available: contact the HR assistant at [hr.assistant@kettlepoint.org](mailto:hr.assistant@kettlepoint.org)*

*Interviews will be scheduled shortly after the closing date. ONLY THOSE APPLICANTS WHO MEET THE QUALIFICATION STANDARDS AND REQUIREMENTS WILL BE INTERVIEWED. AN UPDATED CPIC AND A REFERENCE CHECK WILL BE REQUIRED FOR THE SUCCESSFUL CANDIDATE PRIOR TO FINAL CONFIRMATION OF EMPLOYMENT.*