



A Strong Métis Nation Embracing Métis Rights

REGISTRY OPERATIONS SUPERVISOR REQUIRED

THE ORGANIZATION

Since its inception in 1928, the Métis Nation of Alberta (MNA) is the Métis Government for Métis Albertans with its geographical and legal boundaries being the province of Alberta. The MNA is governed by a democratically elected Provincial Council, comprised of a Provincial President, a Vice-President, and six regional Presidents and Vice-Presidents. This Council works toward the mandate of the MNA, supporting practices of transparency, accountability and inclusiveness for Métis Albertans in governments' policy and decision-making processes. The MNA promotes and facilitates the advancement of Métis people through self-reliance, self-determination and self-management. For more information about the MNA, visit <http://www.albertametis.com>.

THE OPPORTUNITY

The MNA is recruiting for a Registry Operations Supervisor. Reporting to the Director of Métis Identification & Registry Systems, this role will manage and supervise the operational application process of the Registry Department. The Operations Supervisor will focus on supporting Registry staff to ensure expeditious and accurate processing of all applications for citizenship in the MNA.

KEY RESPONSIBILITIES

- Ensure that processing of all Citizenship Applications and requests for replacement cards are handled in accordance with standard procedures.
- Oversee the performance of Registry Staff to ensure efficiency, accuracy, and appropriate treatment of applicants.
- Provide on-the-job coaching along with monitoring and evaluating staff performance.
- Facilitate conflict resolution and performance management.
- Review all completed application files to ensure accuracy and the maintenance of high processing standards.
- Provide support for all other corporate duties as assigned.

QUALIFICATIONS

This position requires a proven level of initiative and judgment in order to organize and prioritize daily tasks and long-term objectives. Tact, diplomacy, and a commitment to teamwork are required in dealing with colleagues in an everyday working environment. Other necessary competencies include:

- Strength in leading and engaging teams and creating a culture that promotes development of individuals.

- Knowledge of Métis culture and history.
- Advanced organizational, administrative, and managerial skills.
- Ability to facilitate performance management process.
- Ability to produce professional documents, reports, and presentations.
- Proficient in Microsoft Office or other applicable software.
- Demonstrated ability to deal with confidential information.
- Experience in working with the public and public speaking
- Ability to obtain Commissioner for Oaths designation

EDUCATION & EXPERIENCE

Post-secondary education in any of the following; Business Administration/Commerce, Arts, Native Studies, Management Studies plus work experience in a managerial capacity required. Minimum three years of relevant work experience required.

WHAT WE OFFER

- Competitive compensation
- Set work schedule, 8:30-4:30 Monday to Friday
- Comprehensive Extended Health Benefit Plan
- Competitive Matching Pension Plan
- 3 weeks' vacation
- Positive workplace culture and work life balance
- This position will be based at the Métis Nation of Alberta's Provincial Head Office in Edmonton, AB
- Professional development opportunities

Closing Date: January 14, 2018

If this sounds like the perfect fit for you, apply today at employment@metis.org

The Métis Nation of Alberta thanks all applicants for their interest. Only successful candidates will be contacted. No phone calls please.