



“TOGETHER WE WILL CONTINUE TO BUILD A STRONG MÉTIS NATION”

Registry Operations Supervisor

THE OPPORTUNITY

The Provincial Office of the Métis Nation of Alberta (MNA) is recruiting a Registry Operations Supervisor. Reporting to the Director of Métis Identification & Registry Systems, this role will focus on supporting Registry staff ensuring expeditious and accurate processing of all applications for citizenship in the MNA.

THE ORGANIZATION

Since its inception in 1928, the 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>.

RESPONSIBILITIES

- Ensure that processing of all Citizenship Applications and requests for replacement membership 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.

SKILLS & KNOWLEDGE

This position requires a proven level of initiative and judgment to organize and prioritize daily tasks and long-term objectives. Tact, diplomacy, and a commitment to teamwork are required. Other necessary competencies include:

- Strength in leading and engaging teams.
- Creating a team culture promoting staff development.
- 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.
- Work experience in a managerial capacity.
- Minimum three-years of relevant work experience.

WHAT THE MNA OFFERS

- 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
- Professional Development opportunities

Closing Date: November 15, 2017

Submit your resume to:

Métis Nation of Alberta
#100, 11738 Kingsway Avenue,
Edmonton, Alberta, T5G 0X5
E-mail: employment@metis.org

The Métis Nation of Alberta thanks all applicants for their interest; however only those applicants selected for an interview will be contacted. No phone calls please.