



JOB POSTING

The Kativik Regional Government (KRG), a supra municipal body with jurisdiction over the territory located north of the 55th parallel, is now looking for a self-motivated and dynamic individual interested in joining the KRG to work in the capacity of:

COORDINATOR – TAMAANI INTERNET SERVICE (PERMANENT, FULL-TIME)

The Internet Service Coordinator is responsible for marketing, product management, business processes, financial reconciliations and supervision of staff for KRG's public Internet services. Under the supervision of the Assistant-Director – Tamaani Internet section, the Internet Service Coordinator has the following responsibilities:

- Supervise and assist customer service staff for the Tamaani Internet Section.
- Provide training to Customer Service Representatives and Local Agents (Between 14 and 28 local agents);
- Supervise customer services staff (billing, accounts creation, etc.);
- Provides reporting and status of accounts to management (financial information, quality of service, customer feedbacks, etc.);
- Documenting all aspects of the maintenance and support of Tamaani's customers. (Users guide, equipment configurations, customer support contracts, etc.);
- Maintenance and implementation of Tamaani's business processes (billing, customers services including customer support, web portal, marketing, contractual matters);
- Develop and manage new and existing products ensuring constant demands are met while utilizing new technologies;
- Participate in regional Internet service development activities;
- Any other related responsibility, project or task assigned by the Assistant-Director.

QUALIFICATIONS

- Have a minimum of three years of management experience relevant to an ISP (Customer Service, Business Management, and Supervision);
- Diploma in Business administration or equivalent experience;
- Written and oral working knowledge of at least two (2) of the following languages: Inuktitut, English and French;
- Good communication and customer service skills;
- Good organization skills;
- Must be available to travel.

Place of employment:	Kuuujuaq
Salary:	Based on the Management salary scale
*Benefits:	Cost of living differential: Minimum of \$8 500/year; Food allowance: Minimum of \$3 453/year; Annual leave trips: Maximum 3 trips per person, per year; RRSP: 7% employer's contribution; Group Insurance; Vacation: Minimum of 30 days/year Statutory Holidays: 19 days including 10 during Christmas holidays

Please submit your cover letter and CV/résumé **before 5:00 p.m. on April 26, 2021** to:

**Human Resources
Kativik Regional Government
P.O. Box 9
Kuuujuaq (Québec) J0M 1C0
Fax: (819) 964-2975
E-mail: humanresources@krq.ca**

** An employee is entitled to receive at least the Northern benefits allocated to an employee without dependants. An employee with dependants is entitled to benefits for her/his spouse and eligible dependants.*

The KRG is an equal opportunity employer. In accordance with this and with the James Bay and Northern Québec Agreement, conditions may vary to promote the employment of Inuit candidates.

Only candidates selected for an interview will be contacted.