

Job Opportunity

Sichuun – Retail and Operational Support

Sichuun is a company that the future can be built on for business and family as well employment. Sichuun's story began in 2009, when the Naskapi Nation of Kawawachikamach, acting through its wholly-owned subsidiary, Naskapi Imuun, started on a 10-year long journey to develop and carry out a project to replace expensive and unreliable satellite links with a fibre optic link to the region and a fibre-to-the-home network in the region. With funding from Quebec and Canada, Naskapi Imuun successfully completed construction of the fibre optic network in 2019. That same year, the Naskapi Nation of Kawawachikamach, Nation Innu Matimekush Lac John, and Innu Takuaihan Uashat Mak Mani-Utenam launched Sichuun to operate the fibre optic network and provide services to all of the region's residents.

Sichuun is a 100% fibre-based internet service provider, looking for people who want to show off their brilliance, creativity and innovation. Sichuun will constantly be looking to develop new services and add value to local organizations. As a locally, Indigenous-owned business, Sichuun is proud to always be building towards the community's future in all aspects of the communications field.

Sichuun's guiding principles include:

- Local resources and businesses where possible – engage community, develop skills, create employment
- High quality products and services – critical for successful implementation, minimize costly troubleshooting and repairs
- Appropriate selection of services – full suite of options & uncompromised performance at affordable prices

Application Details

Personnel required: 1 individual – men, women, Naskapi & Montagnais encouraged to apply

Work schedule: Full time position. Monday to Friday (hours to be determined) including alternating lunch times with other retail staff. Two Saturdays per month for 4 hours only. Some holidays hours may also be required.

Application deadline: March 2nd, 2023

Interviews: March 15, 16 and 17, 2023

Start Date: March 20, 2023 or as close as possible to this date

Applications may be submitted by email to vanessa.mckenzie@sichuun.com or dropped off in person at Sichuun's Operations Center, 96 Atlantic, Schefferville.

Selection will be done by Sichuun's COO, HR and Retail Manager

Location: Sichuun's Operations Center, 96 rue Atlantic, Schefferville

Wage: \$20/hr starting wage. 2 months probation then re-evaluated for the future. Medical benefits start after successful completion of the probationary period.

Summary of Role

Reporting to the Chief Operations Officer and the Retail Manager, the Retail and Operations Support Staff (ROSS) is the first line of support for Sichuun clients. ROSS helps clients by taking phone calls in the call center as well as in person at the Operations Center. ROSS also supports retail sales and provides administrative functions when not occupied helping clients. ROSS should perform assigned customer service and back-office duties in the best way possible to meet company objectives in all areas. This position requires the applicant to follow any other instructions and perform and other duties, as may be required by their supervisor. Sichuun will provide training as required.

Principle Duties & Responsibilities

Call Center

- Perform first level customer service
- Enter data and maintain customer and payment records
- Assist to manage the ticketing system
- Configure routers
- Take payments

Retail

- Help customers in Sichuun's showroom:
 - New client/and or service requests
 - Customer premises equipment sales
 - Prepaid service sales
 - Inventory management

Administration

- Support Sichuun staff as required.

Outside Plant/IT

- Basic learning of the outside plant and IT will be encouraged.
- Sichuun has a strong cross-training process in place for all aspects of the company to allow you to not only become more valuable in an emergency company situation, but to help further ensure you are comfortable in understanding all aspects of Sichuun's operations.

Miscellaneous tasks

- Office cleaning (vac/dishes/dusting) are shared responsibilities.
- General organization

Documentation

- Responsible for documenting all service requests via trouble ticketing system.
- Responsible for documenting all sales via OSPOS software system.
- Responsible for maintaining a vehicle log for any company vehicles used.

Qualifications

Education and Certification

- Secondary School diploma

Experience

Must have at least **two** of:

- Experience in implementing, maintaining, supporting and /or troubleshooting fibre optic networks.
- Experience in implementing, maintaining, supporting and/or troubleshooting local and wide area networks and networking equipment.
- Experience in installing, maintaining, and/or supporting network-based communications services.
- Experience in installing, maintaining, and/or supporting computer hardware, software and physical infrastructure.
- Experience in customer service and/or managing customer relations.
- Experience in role primarily requiring troubleshooting and/or problem solving.
- Experience in a First Nation community

Knowledge and Abilities

- Cultural awareness and sensitivity
- Strong Communication and interpersonal skills
- Judgment and problem-solving skills
- Time management and organizational skills
- Knowledge of computers & networking
- Knowledge of fibre optics

Languages

- Fluent communication skills in English, both oral & written; and/or
- Fluent communication skills in French, both oral & written
- Preferred communication skills in Naskapi and/or Innu

Further information

Should you have questions concerning the position or request assistance with the application, please contact Vanessa Mckenzie at 1-833-742-4886 ext. 208 or vanessa.mckenzie@sichuun.com