

Council's Roles

Preamble

The K'ómoks First Nation(KFN) Council shall serve as the elected representatives of the KFN Members and as such are the governing authority for the KFN. It is their role, as a whole, to promote the community's best interest, to set goals and policies, pass regulations, and through the office of the Band Manager, to ensure that all KFN staff uphold and respect the decisions of the KFN Council. The KFN is also responsible for establishing capital and expense budgets, while it is the Manager's responsibility to ensure that the KFN departments and programs meet their required mandates and objectives within their approved budgets. The responsibilities of the KFN Council are broad and demanding, which encompasses the current and future well being of the KFN and its Membership. As such, the KFN must empower the KFN staff, thorough the office of the Manager, to achieve the KFN's vision and goals.

Definitions

- a) **Abuse of Authority means** a situation where a KFN Council Member has improperly used his/her authority as a KFN Council Member and/or employee, in order to endanger an employee's job or KFN Member's services(s); threaten the employee's or KFN Member's economic livelihood' or in any way has interfered with the employee's career goals and/or KFN Member's personal or professional goals. It also includes such acts as intimidation, threats, blackmail or coercion. It does not include legitimate managerial activities such as recognizing accomplishments of employees and/or KFN Members or eliminating redundant positions, services and/or activities.
- b) **Band Council Resolution (BCR) means** a formal statement expressing the opinion and/or decision of the KFN Council, as decided by a majority vote, at a duly convened meeting of at least a quorum of the KFN Council.
- c) **Conflict of Interest means** an issue that arises when a KFN Council Member uses his/her position, authority or influence in such a way as to interfere or alter, or appear to interfere or alter the policies, procedures, standards, protocols and services of the KFN and/or a particular program in order to gain personal financial benefits for him/herself, family or other persons that directly or indirectly creates an advantage in obtaining resources, services and/or access to services and/or programs from KFN for a KFN Member that is over and above any other KFN Member.
- d) **Band Manager means** the senior/executive administrator of the KFN Administration Office(s), and all KFN staff, department, programs and services.
- e) **Discrimination means** any improper conduct by a KFN Council Member in regards to a decision(s) and/or action(s) that creates a difference in the treatment of others based on factors of race, national or ethnic origin, colour, religion, age, sex, sexual orientation,

marital status, family status, disability and conviction for which a pardon has been granted rather than on the basis of an individual's actual merit and/or need. It also includes discrimination within the meaning of the Canadian Human Rights Act.

- f) **Family Member means** the father, step-father, mother, step-mother, foster parent, sister, brother, spouse, common-law partner, child, grandchildren, step-child, ward of the employee, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandparents and great-grandparents (including in-laws) of the KFN Council Member and any relative/person permanently residing in the KFN Council Member's residence or with whom the KFN Council Member resides with.
- g) **Fiscal Year means** April 1 of each year to March 31 of the following year.
- h) **Harassment means** any improper conduct by a KFN Council Member that is directed at and offensive to another person(s) in the work place, and the KFN Council Member knew or ought to have known would cause offence or harm. Harassment is further defined to include any act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of Canadian Human Rights Act.
- i) **INAC means** the federal government departments of Indian and Northern Affairs Canada.
- j) **Motion means** a proposal for action as decided by a majority vote at a duly convened meeting of at least a quorum of the KFN Council.
- k) **Sexual Harassment means** any behaviour, conduct, comment, or gesture of a sexual nature which occurs on a one time basis or in a continuous series of incidents that might reasonably be expected to cause offence or humiliation to a KFN Council Member, employee or Member. Might reasonably be perceived by the KFN Council Member, employee or Member as placing a sexual condition on the nature of employment, service(s), access to service(s), training, development or career advancement. It also includes sexual harassment within the meaning of the Canadian Human Rights Act.
- l) **KFN Member or Membership means** those person(s) who are registered or are eligible to be registered and whose name(s) appear on the KFN Membership list, as in accordance with the Indian Act.
- m) **KFN means** the Chief and Councillors of the KFN that have been duly elected under the Indian Act.
- n) **Superintendent means** a commissioner, regional supervisor, Indian superintendent, assistant Indian superintendent and any other person declared by the Minister of INAC to be a superintendent for the purposes of the Indian Act, with reference to a band or a reserve, means the superintendent for that band or reserve.

Leadership Oath

- a) The KFN Leadership Oath is a requirement for each elected official to sign upon accepting his/her position as Chief or Councillor. The Leadership Oath means
- i) Act in the best interest of the KFN, which includes all current and future needs of the total Membership;
 - ii) Be accountable to the whole KFN Membership and shall conduct KFN business in an open and transparent manner;
 - iii) Oversee and maintain all the financial and administrative affairs of the KFN
 - iv) Establish and model leadership values and behaviours.
 - v) Be a leadership role model for the KFN to the best of your abilities.

Council Roles & Responsibilities

Community members grant power to an elected Chief and Council to govern, the land and property of the First Nation for them. Councillors, including the Chief, thereby assume responsibility for program and service delivery, financial management, policy development and planning and control systems. As the elected representatives of community members, Chief and Council are the authorized First Nation government. Councillors have a fiduciary responsibility always to act in the best interests of the First Nation, and always to use First Nation resources equitably for the members' benefit. Failure to do so can result in personal liability being assessed against an individual Councillor, or the whole Council.

Generally, Council's job is to ensure that the First Nation achieves its purpose and goals. The job may require that Council overcome a range of problems, including scarce human and financial resources, and workers having less than minimum skills or experience. Council must act according to all applicable laws or run the risk of having its actions invalidated. Acting against applicable laws will expose the First Nation to liability or public scrutiny.

As trustees, members expect Council to protect the assets of the First Nation, and to wisely manage its financial affairs. Council's responsibility is always to act in the best interests of the community. First Nation Council's responsibilities fall into three categories: political, functional and legal.

Council's Representative Role

Community members may have conflicting interests and needs. Recognizing this, councillors often have to make unpopular decisions. This requires that councillors have good judgement and they think about the community's best interests, not just those of special interest groups.

As community leaders, councillors deal with inquiries from members that may lead to the investigation, and possible resolution, of an important issue. The issue may be significant and require the personal

attention of their elected representatives. **Council members should listen to their members' views, but should not create the impression or expectation they can resolve the issue alone.**

The Band Manager acts on Council decisions by implementing their policies. Policies are Council rules that allow Council and the Manager to deal with issues consistently. This allows Council to deal with the important, long-term needs of the community, while the Manager of the Operations deals with the details of the daily management and administration.

As leaders, councillors become advocates for community needs and concerns. This means councillors sometimes have to lobby or negotiate agreements with other levels of government, or participate in regional, provincial or territorial meetings with other First Nation organizations.

Many interest groups seek the participation of First Nations leaders, wildlife management, environmental issues and industrial development affecting First Nation Members and First Nation reserve land require the attention of Council, and however failing to plan its political agenda could derail councillors on the needs of the community and your mandate.

Council's roles and responsibilities:

- Setting strategic direction
- Supervising the Manager
- Protecting and optimizing community assets
- Making Governance Policies
- Overseeing financial matters
- Overseeing service programs
- Meetings, minutes and decisions

Chief and Council must define their purpose, goals and priorities soon after election, an external facilitator, can help with this important task, but Council must do it. The result of this activity will be Council's strategic plan. In addition to monitoring, Councils often create committees to help meet their responsibilities. The Chief Councillor is the leader of the Council team and will have a different role than Councillors.

The Job of the Chief:

The Chief is the elected head of the First Nation government and the primary officer for governing the community. Whether selected by custom or by election under the Indian Act, the roles and responsibilities of the Chief should be clearly defined to avoid conflicts within Council.

Roles and Responsibilities of the Chief:

- Acting as the First Nation's official spokesperson or representative at ceremonial or other special functions and delegating this responsibility when required.

- Being called upon to speak for and express the opinions of the first Nation when dealing with general matters of concern to the First Nation.
- Ensuring that the Council conducts itself in a manner consistent with its own rules, application First Nation by-laws and any other applicable laws.
- Calling emergency meetings of the Council to discuss important business that cannot wait until their next regular meeting (the Chief shall summon a special meeting, if requested to do so by a majority of the Council).
- Making decisions in accordance with Council policies on the governance process and on the Council – Band Manager Relationship, subject to approval by Council on a timely basis. Approval should ordinarily take place at the next regularly scheduled Council meeting.
- Ensuring that a mechanism is in place to determine Council's formal position on significant matters and the means of communicating this position externally (media, public) recognizing relevant legal limitations.
- Acting as chairperson at Council meetings and as an unbiased observer of debates the chairperson must be neutral when conducting meetings and only votes to break a tie.
- The Chief may also appoint a Councillor in the absence of the Chief, or a quorum of the KFN Council Members present may select a chair from among themselves by majority vote and this chair shall preside over the KFN Council meeting until the arrival of the Chief. Upon quorum being present, the presiding Councillor shall take the chair and call the meeting to order.

The Chief's responsibilities deal mainly with the relationships Council has with other parties. Council also needs to be concerned about its own internal working relationship. While the Chief is a member of Council, he is also Council's leader. Therefore, another important part of the Chief's job is to:

- Help Council be an effective team
- Make sure Council does the work of Council
- Make sure Council focuses on the long-term needs of community members
- Works with the whole KFN Council to empower the KFN staff, through the office of the Manager to establish programs and services to achieve the KFN Council's short term, intermediate and long term goals, objectives and plans
- Works with the whole KFN Council to approve and enforce all KFN policies, bylaws and regulations
- Works with the whole KFN Council through the office of Manager and the KFN Finance Department to establish the appropriate financial management and administrative structures and procedures for the efficient operation of all KFN programs and departments.
- Works with whole KFN Council to negotiate effectively with funding agents in order to obtain the optimum levels of funding available

Council should hold annual meetings with members to report on or discuss First Nation programs. Councils occasionally organize workshops for community members on various topics, including governance.

Compensation of KFN Councillors

The Chief will be compensated mid-month and end of month. Councillors will be paid end of month.

- All KFN Councillors are expected to be in attendance at all scheduled KFN meetings. Excused absences shall only include the following:
 - i) Scheduled vacations,
 - ii) KFN Council business, or
 - iii) Illness
 - iv) Absent for three (3) consecutive KFN Council meeting without being authorized to do so, shall be terminated from his/her position as Chief or Councillor upon application to the Minister of INAC requesting termination of such Chief or Councillor, as per Section 78(2)(b) of the Indian Act.

Council Vacancy

The position of Chief or Councillor of the KFN Council becomes vacant when:

- i) The Chief or Councillor:
 - (1) Is Convicted of an indictable offence under the Criminal Code of Canada,
 - (2) Dies or resigns from his/her position, or
 - (3) Is or becomes ineligible to hold office by virtue of this policy; and /or
- ii) The Minister of INAC declares that in his opinion the Chief or Councillor:
 - (1) Is unfit to continue in his/her position by reason of conviction of an indictable offence under the Criminal Code of Canada.

The Minister of INAC may declare that a Chief or Councillor who ceases to hold his/her position by virtue of being found guilty of corrupt practice, accepting a bribe, or being dishonest, in connection with an election.

Roles of the Band Manager

The Band Manager of the KFN is responsible for the overall operation and administration of the KFN, as well as maintaining financial administrative controls of the KFN funds. The Band Manger is responsible to KFN Council to achieve the objectives and plans established with/by the KFN Council, within the prescribed budgets. The Band Manager shall ensure that KFN Council's policies, procedures and regulations are adhered too, and that KFN Council decisions are implemented, and oversees the operation of all KFN departments and programs.

Specific Responsibilities:

- Administers and oversees the KFN departments and programs, such as public works, education, housing, social development, health, recreation, community planning, feasibility studies, contracts, economic development, land entitlement/selection process, financial management, Membership, KFN functions, capital revenue improvements and administrative services through the following.
 - a) Managing the required human resources and shall be empowered to recruit, train, motivate, and terminate employees, as required.
 - b) Supervise departments and programs to ensure that the daily operations of the KFN are ran effectively and efficiently.
 - c) Select a hiring panel and authorize the panel to make the final decision to recruit.

- d) Meet regularly with managers to review program activities, progress, priorities, budgets and any other items of concern.
- e) Implement KFN Council priorities, policies, decisions and regulations.
- f) Conduct research, draft correspondence and maintain records, etc., arising ^{from} the decisions made by the KFN Council or instructed by the KFN Council.
- g) Make recommendations to the KFN Council regarding policies and procedures for the efficient and effective operation of all KFN programs and departments.
- h) Coordinating the work of the KFN Council and assist them in obtaining relevant information when requested.
- i) Managing crisis matters of a pressing nature, which arise on a day to day basis, and pass on relevant information to the appropriate KFN staff and/or KFN Council as required.
- j) Authorized by the KFN Council to negotiate agreements on behalf of the KFN, with final approval of all agreements to be provided by the KFN Council.

Advise KFN Council on matters under their jurisdiction by:

- 1) Providing KFN Council with relevant background information to enable them to make sound impartial and informed decisions.
- 2) Attending all KFN Council meetings to assist the Chief with the facilitation of the discussions and decisions of the KFN Council.
- 3) Providing the KFN Council with the Master Annual Budget that consolidates all KFN programs and departments' quarterly progress reports.
- 4) Interpreting any KFN financial information when requested by the KFN Council.
- 5) Providing alternate funding sources information to the KFN Council regarding issues of concern, upon direction from the KFN Council and submit proposals to these resources, if agreed upon by the KFN Council.
- 6) Advising the KFN Council on matters related to the KFN finances.
- 7) Acts as liaison and public relations officer for the KFN Council in matters of administration.

Fiduciary Duty

Requires that councillors act "honestly and in good faith with a view to the best interests of the membership in exercising their powers and discharging their duties. It also requires that councillors avoid putting themselves in a position where their duty to act in the best interest of the organization conflict with their self-interest.

Duties of Care, Diligence and Skill

Councillors must exercise the care, diligence and skill that a reasonably prudent person would exercise in similar circumstances. Councillors cannot contract out, or delegate away their responsibilities.

Spreading of False Information or Statements

For any KFN Council Member, who wilfully publishes a statement, tale or news that he/she knows to be false and that causes or is likely to cause injury or mischief to a public interest may have committed an indictable offence under the Criminal Code of Canada.

Acts of Defamatory Libel (Slander)

A defamatory libel is a matter published, without lawful justification or excuse, that is likely to injure the reputation of any KFN Council Member, employee, and/or Member by exposing him/her to hatred, contempt or ridicule. A defamatory libel may be expressed directly or by insinuation or irony:

- 1) Through the written language on any substance, including electronic devices but not limited to such devices as computers, email, etc. or by any object signifying a defamatory libel.
- 2) A person publishes a libel when he/she:
 - i) Exhibits it in public;
 - ii) Causes it to be read or seen; or
 - iii) Shows or delivers it, or causes it to be shown or delivered, with intent that should be read or seen by the person whom it defames or by any other person.
 - iv) Any KFN Council Member, employee or who publishes a defamatory libel that he/she knows to be false may have committed an indictable offence under the Criminal Code of Canada.

JOB DESCRIPTION: Assistant to Band Manager/Secretary/Indian Registry Administrator

REPORTS TO: Band Manager

Overall Responsibility:

- Maintains copies of outgoing correspondence in a master file.
- Keep track of meetings, etc., arranged, and remind Band Manager/Council, a day before of the upcoming meeting; ensure that those with whom the meeting is arranged are telephoned ahead of time if the meeting must be cancelled.
- Assist the Band Manager in obtaining quotes for supplies with suppliers;
- Assist the Band Manager with Referrals & Referral filing;
- Filing of confidential files and correspondence;
- Prepares and types letters, BCR's, reports, referrals, statements, invoices newsletters, proposals, etc.
- Assist with cheque requisitions; this includes areas of youth recreation, band member house insurance and payroll, cheque requisition filing;
- Responsible for monitoring the petty cash and ensuring all records/receipts are in order.
- Make travel reservations and bookings for the Band Manager, Chief, Council and staff as required; type travel itinerary information;
- Type the agendas for the Band Manager and Council;
- Accurately record and transcribe minutes of Band Council meeting and other Band related meeting as requested;
- Accept notices for appeals, and note the dates on which they were received.
- Refer applications and notices for appeals to appropriate body;
- Organize band meetings for hearing of appeals within 60 days of receiving a notice of appeal, and post public notices of such hearings at least 14



days in advance of such hearings. This would vary, depending on the rules for appeals.

- Assist other staff.
- Conduct any other duties as requested by the Band Manager, Chief and Council.

JOB DESCRIPTION - FINANCIAL ADMINISTRATOR

PAYROLL

Pay all salaried & hourly employees of Comox Indian Band and Band companies every other Friday, with the cut-off being Thursday. Paycheques are put in the payroll envelope in the locking drawer at front counter.

Pay by 11:00 am on pay day.

Pay Receiver General for CIB and Band companies no later than the 15th of the following month. Produce spreadsheets for monthly summary.

Pay London/Great West Life on the 1st of the following month.

Pay any travel allowances on the last paycheque of the month.

Update personnel files as required.

ACCOUNTS PAYABLE

Issue payments on account to creditors, complying with credit terms. Bills are currently paid every two weeks, on Mondays, alternating CIB and Queneesh Dev. Inc.

MISC. CHEQUES

Issue cheques as required as per cheque requisitions, and ensure coding to proper accounts.

Each cheque issued must be accompanied by a cheque requisition.

This pertains to CIB and Band companies.

BANKING

Deposit cheques & cash for CIB and any trust monies at least once per week, or as required.

Pick-up bank statements @ CIBC, by the 10th of the following month.

GALLERY

Co-ordinate bookkeeping details with Gallery Manager.

Post all transactions & JE's pertaining to Gallery activity.

Match Receive Reports to End of Day receive totals.

Reconcile monthly inventory listing to accounting records & balances.

TRAILER PARK

Post all transactions and JE's pertaining to Trailer Park.

Contact Michael Tomlinson (TP Manager) for any discrepancies or info on rental payments, or NSF cheques. (\$20 fee)

BUDGETS & FUNDING

Maintain budgets from all funding sources & ensure they are accurate.

Monitor spending in each division & work with each Co-ordinator. Monthly reports for each division to each co-ordinator.

Reconcile Social Development accounts with Barb Mitchell monthly & maintain spreadsheet on these divisions.

FINANCIAL STATEMENTS

For Queneesh Dev. Inc.:

Update Blue Binder in Melinda's office each month.

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Update Income Summary Spreadsheet and Sales Graph for the Gallery (to Ramona) each month.

For Comox Band:

Print quarterly income statements for Melinda for June, September and December, and monthly until March.

AUDIT PREPARATION

Review accounts for any obvious posting errors.

Review files of each account to ensure completeness and correctness.

Prepare schedules and reports as per instructions from Pateman Novecosky. Previously used reports are in Quickbooks "Memorized Reports" under PN.....

TELEPHONES

Assist with telephones when required, take messages, etc.

ORDERING CHEQUES

Mail re-order form to WestCheque Security. Envelope and printed cheques with numbers are all ready to go when required.

ORDERING DEPOSIT BOOKS

Phone Davis & Henderson and order 10 deposit books for Queneesh Dev. Inc. when starting last book on hand. 1-877-542-5664.

POSTAGE MACHINE

Send cheques of \$250.00 to Postage by Phone when postage reaches \$50.00 remaining in machine. Transfer postage money to machine by modem approximately 5 days after sending cheque.

OTHER DUTIES AS ASSIGNED

JOB DESCRIPTION: Reception/Indian Registry Administrator

REPORTS TO: Band Manager

Overall Responsibility:

- Unlock the Band Office prior to office opening, and lock up the office upon leaving at office closing time. Ensure that lights, equipment, etc. are turned off before leaving the office each night;
- Prepares coffee and daily clean-up for staff and visitors;
- Receives incoming telephone calls and answer routine enquires and/or directs messages to appropriate staff;
- Receives visitors to the office and prepares/ensures appropriate meeting space and needs (equipment, refreshments, etc.);
- Receives material that comes through the postal service and other telecommunication (i.e. Fax) and ensures that it is date-stamped and directed appropriately.
- Acts upon communication matters, i.e., forwards faxes, couriers, photocopies and mail outgoing correspondence.
- Keep the Bulletin Board up-to-date; post relevant material and remove information which is out of date;
- Ensure that all Band staff who will be away from the office inform her of their itinerary, and record on the board;
- Ensure that all Band staff inform her of meetings and where meetings are being held;
- Keep track of meetings, etc., arranged, and remind Band Manager/Council, a day before of the upcoming meeting; ensure that those with whom the meeting is arranged are telephoned ahead of time if the meeting must be cancelled.
- Make and keep accurate records of all outgoing long distance telephone calls made by band members.
- Maintain an up-to-date inventory of supplies and order office supplies when required;
- Responsible for finding a newsletter carrier for on reserve delivery;

- Checks incoming supplies and invoices to ensure shipments are complete and that no extra charges are added and distribute office supplies;
- Compiles and maintains an up-to-date directory of frequently called telephone numbers, addresses, and email addresses;
- Set up and maintain office filing and resource library;
- Responsible for booking rentals of the band hall, kitchen, portable and band equipment. Responsible for key sign-out and return;
- Collect time/attendance sheets for staff prior to payroll preparation;
- Keep accurate and up-to-date records on all Band members, including records of births, deaths, reinstated members, and other additions or deletions of individual members;
- Provide application forms to those who wish to apply for membership in the Band;
- Receive applications for membership, keep records of these applications and the date received and ensure that the required documentation is submitted. If necessary, request proof of parentage; certificates of birth, divorce or death; or any other information which may be required.
- Accept notices for appeals, and note the dates on which they were received.
- Refer applications and notices for appeals to appropriate body;
- Organize band meetings for hearing of appeals within 60 days of receiving a notice of appeal, and post public notices of such hearings at least 14 days in advance of such hearings. This would vary, depending on the rules for appeals.
- Assist other staff.
- Conduct any other duties as requested by the Band Manager, Chief and Council.

EDUCATION COORDINATOR

Description of Duties and Responsibilities

General:

The Education Coordinator is responsible for implementing the education programs for the Comox Band members. Presently, the education program involves the Kindergarten for four (4) year olds to Grade 12, and the post-secondary component. The education program may evolve from time to time, as dictated by circumstance, needs, and priorities of the Band/Band members.

K-4 to Grade 12/Education Program

- The Education Coordinator will complete the necessary forms and records to receive program funds from the Department of Indian affairs (student allowances, book/supply allowances, etc). This includes preparing the annual nominal roll for the Comox Band as required by the Department of Indian Affairs.
- The Education Coordinator will administer the student allowances on a monthly basis during the school year, and the books/supply funding. This will include preparing requisitions, cheques, and financial recording.
- The Education Coordinator will be responsible for monitoring the 'Local Education Agreement' with the School District, and reporting issues and recommendations to the Band Manager.
- The Education Coordinator will meet with Comox Band parents and students as may be requested to discuss educational matters/concerns and to facilitate options to address these concerns.
- The Education Coordinator will liaise and work with the staff of the School District as may be required from time to time to address public school issues as they affect Comox Band students.
- The Education Coordinator will assist with Council with understanding the educational issues of the membership either through parent discussion or facilitating a community committee/meetings.
- The Education Coordinator is responsible for organizing functions intended to recognize graduates (community luncheons, teas).
- The Education Coordinator may be asked to represent the Band in related educational Committee work (First Nations Advisory Committee, Literacy, etc).
- The Education Coordinator will organize the annual 'Big House' tours with the public schools.

Post-Secondary Education Program (Vocational and Academic Programs)

- The Education Coordinator will complete the required program funding information and reporting in order to receive post-secondary monies from the Department of Indian Affairs on a yearly basis.
- The Education Coordinator will prepare the annual Education budget.
- The Education Coordinator will receive post-secondary funding requests from Comox Band members and determine the eligibility of the request in accordance with funding guidelines and the budget. The Coordinator will monitor the budget on a regular basis.
- The Coordinator will provide direction to students, as may be required, in finding information about post-secondary programs, entrance requirements, scholarships, and bursaries.
- The Coordinator will receive reports on student progress. If a student has a problem meeting the institutional requirements for successful completion, the Coordinator will review issues/needs with him/her.
- The Coordinator is responsible for cheque requisitions, and accurate record keeping.
- On behalf of the Band, the Coordinator will be a representative of the Advisory Board (North Island College). The Coordinator will seek out interests of the Band community to present to the Committee, and to provide feed-back on future College policies that may effect the membership.
- As may be requested from the Band Manager or Council, the Education Coordinator will review educational policies and draft discussion/options papers.
- The Education Coordinator is responsible for organizing functions intended to recognize graduates (community luncheons, teas).

Other Duties:

- The Coordinator will assist the Band Manager with related funding proposals (training initiatives, educational awareness workshops) as may be requested.
- The Education Coordinator will, from time to time, represent the Band in Educational Conferences or workshops. The Coordinator is expected to liase with relevant First Nation organizations, educational institutes, and governmental staff.

Other Duties – Continued:

- The Coordinator may be required to fulfill related educational duties as requested by the Band Manager and/or Chief and Council.
- The Education Coordinator will meet with the Aboriginal Education Council Committee on the first Thursday of each month and quarterly meetings.
- Other duties as required.

Reporting/Supervision:

- The Band Manager supervises all staff, including the Education Coordinator.
- The Coordinator will attend all staff meetings as may be requested, and will provide the Band Manager with a monthly progress report (at minimum). The Coordinator may be asked to make special reports to Council, and to report to the Band members at a Band meeting.
- The Coordinator will fulfill all reporting requirements of funding agencies, and will maintain well organized educational records.



JOB DESCRIPTION: JANITOR

REPORTS TO: BAND MANAGER

Overall Summary:

The Janitor is responsible for the basic maintenance of the administration office, gym, kitchen, bathrooms, storage rooms, board room and entrances. The Janitor will report any damage, lost items, concerns and equipment needs to the Band Manager and in his or her absence the Assistant Band Manager.

Duties:

- dusting,
- sweep floors and walkways outside,
- vacuuming,
- mopping,
- sanitizing the bathrooms and kitchen
- strip and wax floors,
- wash walls, and
- windows,
- empty garbages,
- pickup garbage around garbage bin,
- recycle cardboard.

Comox Indian Band - Maintenance

1. Clean kitchen, gym, bathrooms twice a week, or as needed.
2. Clean portable once a week, or as needed.
3. Clean Health Unit Tuesday and Thursday.
4. Pick up garbage and debris around buildings.
5. Clean up leaves and branches at entrance to Bayside and Trailer Park.
6. Change lights around buildings as needed.
7. Keep trails clear.
8. Clean storage rooms.
9. Keep bathrooms stocked with toilet paper, paper towels and hand soap.
10. Change lights in gallery as needed.
11. Scrub bathroom and kitchen floors if needed.
12. Scrub gym floor if needed. (Scrubbers from Janitor's Warehouse)
13. Wash walls in gym, kitchen, and bathroom area.
14. Keep entry ways swept and clean.
15. Salt parking lot walkways when icy.
16. Shovel snow on walkways.
17. Dust around buildings
18. Make sure portable has propane for furnace.
19. Clean gutters at Day Care, Band Office, rental houses, elder's houses.
20. Power wash side walks around Band Office and Gallery.
21. Power wash rental houses.
22. Cut grass around Band Office and weed whack.
23. Cut grass across Comox Road from Band Office.
24. Cut grass at Bayside entrance and graveyard and weed whack.
25. Cut grass at entrance to Trailer park and weed whack.
26. Cut grass at Day Care and weed whack.
27. Change riding lawn mowers battery and put air in tires.
28. Weed Health Unit garden.
29. Water Health Unit garden.
30. Trim hedges at Day Care.
31. Brush cut trails behind Band Office and rake.
32. Brush cut trail from Sahtloot to Back Road and rake.
33. Brush cut trails at Day Care and Trailer Park.
34. Brush cut around fire hydrants.
35. Brush cut blind spots on the roads.
36. Cut grass between Maria Hardy's and Saseetla Crescent.
37. Brush cut Courtenay reserve road down to river.
38. Turn sprinklers on (the valve box is in front of the gallery).
39. Run test on sprinkler system.
40. Brush cut I-HOS Gallery signs.
41. Wash windows around buildings.
42. Take the bathroom and kitchen garbage out as needed.
43. Spring clean-up in May. Call Bill's Rubbish Removal.
44. Pick up garbage in trails.
45. Pick up garbage along Bayside Road and graveyard.
46. Shovel dirt off curbs in new Subdivision and Sahtloot.
47. Take re-cycling to bins.
48. Up-keep of tools and equipment.
49. Phone Salish when cardboard bin is full.

JOB DESCRIPTION: SOCIAL DEVELOPMENT WORKER

REPORTS TO: Band Manager

Overall Summary:

The Band Social Development worker administers a social assistance program; provides family support and counselling services; administers home support and adult care programs; assists in the development of community resources, capacities, and services; and establishes and maintains sound working relationships with other band staff, departmental staff, and representatives of other departments and agencies.

Administers a Social Assistance Program by:

- Receives social assistance applications from applicants;
- Discusses with each applicant his/her application and circumstances to establish needs and identify available resources and possible alternative means of support;
- Complete Budget and Decision Sheets to determine eligibility, needs, and resources;
- Issues financial cheques, at rates set out in the Social Development Policy Manual;
- Records who picks up the Social Assistance Cheques;
- Assists employable recipients to seek and secure work;
- Encourages and facilitates the enrollment of recipients in training or educational programs;
- Interprets policies and procedures for clients to better their understanding and obligations to report income and or changes;
- Explains to applicants the right to appeal, where disagreements exist;
- Maintains a confidential file on each client;
- Record all disbursements of funds, including purposes, and complete report forms for submission to INAC.



Provides family support and counselling services by:

- Counselling families experiencing problems in meeting the physical or emotional needs to improve child-care practices;
- Work with parents in strengthening home life and improving home conditions for family;
- Secure temporary homes for children in the event of family breakdown, separation or disability;
- Refer cases to the appropriate child welfare authority when necessary to protect children;
- Provide reports and participation in case discussions as requested by social service agencies.

Administers home support and adult care programs by:

- Hiring and Supervising Homemakers, overseeing hours and remuneration;
- Evaluate applications for home support services and arranging for provision of services to eligible applicants, under the provisions of Social Development Policy Manual;
- Refer persons requiring special rehabilitative or off-reserve placement services to Departmental Representatives or other agencies as appropriate;

Assists in the development of community resources, capacities, and services by:

- Recommendations to Chief and Council on ways and means to resolve social problems in the community;
- Organize and participate in committees and task groups working towards the alleviation or resolution of social problems;
- Attend and participate in council meetings at the request of Chief and Council;
- Participate in seminars, workshops, and training programs to upgrade skills and knowledge relevant to the position.
- Hires and Supervises relevant program personnel, such as Elder's worker and Youth workers;



- As may be requested by the Band Manager, participates in policy/ proposal development related to social issues;
- Other duties as required.

JOB DESCRIPTION: Office Manager/Secretary

REPORTS TO: Band Manager

Overall Responsibility:

- Unlock the Band Office five minutes prior to office opening, and lock up the office upon leaving at office closing time. Ensure that lights, equipment, etc. are turned off before leaving the office each night;
- Prepares coffee and daily clean-up for staff and visitors;
- Receives incoming telephone calls and answer routine enquires and/or directs messages to appropriate staff;
- Receives visitors to the office and prepares/ensures appropriate meeting space and needs (equipment, refreshments, etc.);
- Receives material that comes through the postal service and other telecommunication (i.e. Fax) and ensures that it is date-stamped and directed appropriately.
- Acts upon communication matters, i.e., forwards faxes, couriers, photocopies and mail outgoing correspondence.
- Maintains copies of outgoing correspondence in a master file.
- Keep the Bulletin Board up-to-date; post relevant material and remove information which is out of date;
- Ensure that all Band staff who will be away from the office inform her of their itinerary, and record on the board;
- Ensure that all Band staff inform her of meetings and where meetings are being held;
- Keep track of meetings, etc., arranged, and remind Band Manager/Council, a day before of the upcoming meeting; ensure that those with whom the meeting is arranged are telephoned ahead of time if the meeting must be cancelled.
- Make and keep accurate records of all outgoing long distance telephone calls made by band members.
- Assist the Band Manager in obtaining quotes for supplies with suppliers;

- Maintain an up-to-date inventory of supplies and order office supplies when required;
- Checks incoming supplies and invoices to ensure shipments are complete and that no extra charges are added and distribute office supplies;
- Prepares and types letters, reports, referrals, statements, invoices newsletters, proposals, etc. Responsible for finding a newsletter carrier for on reserve delivery;
- Compiles and maintains an up-to-date directory of frequently called telephone numbers, addresses, and email addresses;
- Set up and maintain an up-to-date office filing, index system and resource library;
- Assist with cheque requisitions; this includes areas of youth recreation, band member house insurance and payroll.
- Responsible for booking rentals of the band hall, kitchen, portable and band equipment. Responsible for key sign-out and return;
- Responsible for monitoring the petty cash and ensuring all records/receipts are in order.
- Collect time/attendance sheets for staff prior to payroll preparation;
- Make travel reservations and bookings for the Band Manager, Chief, Council and staff as required; type travel itinerary information;
- Type the agendas for the Band Manager and Council;
- Accurately record and transcribe minutes of Band Council meeting and other Band related meeting as requested;
- Keep accurate and up-to-date records on all Band members, including records of births, deaths, reinstated members, and other additions or deletions of individual members;
- Provide application forms to those who wish to apply for membership in the Band;
- Receive applications for membership, keep records of these applications and the date received and ensure that the required documentation is submitted. If necessary, request proof of parentage; certificates of birth, divorce or death; or any other information which may be required.

- Accept notices for appeals, and note the dates on which they were received.
- Refer applications and notices for appeals to appropriate body;
- Organize band meetings for hearing of appeals within 60 days of receiving a notice of appeal, and post public notices of such hearings at least 14 days in advance of such hearings. This would vary, depending on the rules for appeals.
- Assist other staff
- Conduct any other duties as requested by the Band Manager, Chief and Council.

COMMUNITY WORKER
JOB DESCRIPTION

To provide on-going support and cultural awareness to the community of the Comox Band.

Duties:

- Determine the recreational and cultural needs of the Comox Band
- Encourage the participation of the band members in planning and organizing events
- Make recommendation to the Band Council regarding:
 - -The yearly program
 - -The required budget
 - The volunteer support required for each program
- Develop six months in advance activities and programs for the submission to calendar/newsletter
- Weekly programs to be developed within community
- Plan and organize and deliver elder's luncheons and other related functions
- Develop cultural/education/sports/crafts to youth and elders
- Develop and organize workshops for elders and youth
- Shopping for material/supplies needed for youth/elder's programs
- Responsible for organizing fund raising to help with youth program, bottle drives, bake sales, concession stands at special events. etc
- Develop mother/tot programs
- Work with the Community Health Representative
- Develop and organize homework club with the Education Co-ordinator.
- A monthly activity report to be submitted to NVIATS and Councillors
- Other duties as required

JOB DESCRIPTION: COMMUNITY HEALTH REPRESENTATIVE

REPORTS TO: Band Manager

Overall Summary:

Community Health Representative (CHR) provides support and referral for chronic and short term illness patients. Makes sure that there is support for patients discharged from hospital, i.e., homemaker, transportation, etc.. CHR works with the Community Health Nurse (CHN) setting up Flu-vaccinations, TB testing and Heart Health Clinics. CHR offers educational support and referral specific to HIV/AIDS, Hep C and Fetal Alcohol Syndrome. CHR assist's with applications for Medical Card Coverage. CHR submit an annual report to Medical Service Branch (MSB) Community Workload Increase Study (CWIS) based on population accessing CHR services.

Provision of Non-Insured Health Benefits:

- CHR arranges Patient Travel, Accommodation and Meals for patients having appointments out of town.
- Makes sure clients are supplied with canes, wheelchairs and equipment for bath tub, etc., as recommended by doctor.

Pre-Natal Nutrition Program:

- Responsible for ensuring that Prenatal clients have access to prenatal vitamins and food supplements when necessary.
- Promotion of Breast feeding is encouraged.
- Arrange Immunization for babies.
- With a Doctors recommendation will give funds for special diet.

Brighter Futures Programs:

- **Elders Program:** monitor the elder's worker, and the elders themselves to see if their needs are being met.
- **Youth Program:** monitor two youth workers, and the youth themselves to see if their needs are being met.

Solvent Abuse:

CHR may refer some clients to the local Treatment center, and pay for their stay for the 4 week program.

National Native Alcohol and Drug Abuse Program (NNADAP):

CHR can access the Laichwiltach Family Life Society (LFLS) to provide support for Drug/Alcohol prevention. LFLS provides a counselor and Family Therapist once a week to the band. CHR has weekly meetings with both the counselor and therapist to make sure that the band members are getting the service they need.

Mental Health Crisis:

CHR makes sure clients are provided with short term professional Mental Health treatment, when services are not available or accessible when needed.

PROGRAM OFFICER TRAINEE (CAPITAL, LANDS & HOUSING)

General:

Under the direction of, and reporting to the Band Manager the Program Officer will administer programs and services for the Band, and oversee the operation of the Queneesh Trailer Park.

Interactions with Band Members:

- * The Program Officer will accept names for unit rentals, repairs and constructions. Advise Members of policy and process.
- * The Program Officer will assist Band Manager with calls from community members, including in office visits. The Program Officer will assess the issues and concern, and facilitate policy directions to Band Manager.
- * The Program Officer will be expected to attend all Band meetings, and to assist with information dissemination and community discussions.

Lands, Capital & Infrastructure

- * **Infrastructure Maintenance:** Monitoring service contracts - ie., fire protection, waste disposal - maintaining community infrastructure.

Housing: Facilitating Band member requests for construction, repairs, and rentals. Overseeing any community planning/committee process for housing.

- * Assist with completion of paperwork required for DIAND (Capital Progress Reports, Environmental Assessments).
- * Assist the Band Manager with capital and housing policy reviews.
- * Assist the Band Manager with Band Bylaws.

Queneesh Developments Ltd.

- * **Trailer Park:** The Trailer Park Manager receives rental monies, and concerns/requests from renters. In turn, the requests or concerns are forwarded to the Program Officer who then advises Band Manager.

Other

- * Assist the Band Manager with Grievance Procedures and Processes.
- * Attend meetings that the Band Manager is unable to attend.
- * Letters to community, general public, federal/provincial government and other outside agencies.
- * To coordinate Christmas Party with community volunteers.
- * Other duties as required.

Job Description: Treaty Support Worker

Reports to: Band Administrator

Summary:

The Treaty Support Worker provides treaty related tasks such as note taking, planning and coordination of events. The Treaty Support Worker will be a champion to communicate key messages such as future goals of the nation, opportunities for KFN Youth and shall be responsible for ensuring that young people have a point of contact to register their views the treaty process. As communications person it is their responsibility for website development, communication with band membership and meaningful communication and engagement between community members, staff, elected leaders and outside stakeholders. Support to the Treaty Team is a priority.

Overall Responsibilities:

- Act as a conduit between youth and the treaty team
- To provide youth with information about rights and responsibilities within the nation
- Report and respond on youth's priorities and concerns about treaty and the nation's future report back to the youth.
- Work with the communications department to engage the youth of KFN.
- Assist in research, preparation and distribution of the newsletter.
- Assists with other communication methods such as videos, speaker presentations, printed material and web sites to inform stakeholders about the treaty process.
- Complete communication projects and documents as directed.
- Assist in organization of meetings and events, including preparation of agendas, meeting notices and note-taking.
- Support other treaty team members where needed in their projects.
- Prepare the community newsletter by eliciting stories or events from staff, community members, elected leaders; researching issues, writing, and formatting and publishing the newsletter, and distributing it in digital format; work with KFN youth to produce and deliver newsletter (ages 10-17).
- Moderate the KFN facebook page, website and other social media by reading people's comments, responding to them if required, posting pertinent information, and ensuring the overall effectiveness of the sites.
- Maintain web services directories and links.
- Update website info as required.
- Job postings on website and in newsletter as required.

- Assisting Treaty Coordinator as required, including but not limited to copying, printing, set up for meetings/Quarterly's, clean up, prepping coffee etc.
- Other duties as assigned by the Band Administrator.

JOB DESCRIPTION: Receptionist

REPORTS TO: Band Administrator

Draft

Overall Responsibilities:

- Unlock the Band Office prior to office opening, and lock up the office upon leaving office at closing time. Ensure all lights, equipment, etc. are turned off before leaving the office each night;
- Prepares coffee and daily clean-up for staff and visitors;
- Receives incoming telephone calls and answer routine enquiries and/or directs messages to appropriate staff;
- Receives visitors to the office and prepares/ensures appropriate meeting space and needs (equipment, refreshments, etc.);
- Receives material that comes through the postal service and other telecommunication (ie. Fax) and ensures that it is date-stamped and directed appropriately;
- Acts upon communication matters, ie. forwards faxes, couriers, photocopies and mail outgoing correspondence;
- Maintains copies of outgoing correspondence in a in a master file;
- Keeps the Bulletin Board up-to-date; post relevant material and remove out of date information;
- Ensure that all Band staff who will be absent from the office inform reception of their itinerary and put on the board;
 - Notify all staff when a staff member is absent;
- Keep track of meetings, etc., arranged, and remind Band Manager, Council, a day before of the upcoming meeting; ensure that those with whom the meeting is arranged are telephoned ahead of time if the meeting must be cancelled;
- Maintain an up-to-date inventory of supplies and order office supplies when required;
- Checks incoming supplies and invoices to ensure shipments are complete and that no extra charges are added and distribute office supplies;
- Compiles and maintains an up-to-date directory of frequently called telephone numbers, addresses, and email addresses;
- Set up and maintain office filing and resource library;
- Assist with cheque requisitions; this includes areas of youth recreation, band member house insurance and payroll;
- Responsible for booking rentals of the band hall, kitchen, boardroom and band equipment;
Responsible for key sign out log;

- Responsible for monitoring the petty cash and ensuring all records/receipts are in order;
- Collect time sheets for staff prior to payroll preparation;

JOB DESCRIPTION: Office Manager

REPORTS TO: Band Administrator

Overall Responsibilities:

- Assist the Band Administrator in obtaining quotes for supplies with suppliers;
- Supervise and monitor Band Maintenance Manager, and Receptionist to ensure daily tasks are completed;
- Create agendas for the Band Administrator and Council;
- Coordinates and maintains tags for Elk;
- Accurately record and transcribe minutes of Band Council meeting and other Band related meetings as requested;
- Prepares and drafts letters, reports, referrals, statements, invoices, proposals, BCRs;
- Provides input at the IT network and infrastructure meetings
- Assists and helps implement the Wiki
- Help develop and implement on line document management system
- Help plan and implement Cloud
- Helps develop the HR policy, office procedures manual
- Organizes staff functions and events;
- Manages all I.T. and equipment issues;
- Keep accurate and up-to-date records on all Band members, including records of births, deaths, reinstated members, and other additions or deletions of individual members;
- Provide application forms to those who wish to apply for membership and assist them if required;
- Receive applications for membership, keep records of these applications and the date received and ensure that the required documentation is submitted. If necessary, request

proof of parentage; certificates of birth, divorce or death; or any other information which may be required;

- Accept notices for appeals, and note the dates on which they were received;
- Refer applications and notices for appeals to appropriate body;
- Organize band meetings for hearing of appeals within 60 days of receiving a notice of appeal, and post public notices of such hearings at least 14 days in advance of such hearings. This would vary, depending on the rules for appeals.
- Assist other staff;
- Conduct any other duties as requested by the Band Administrator.

JOB DESCRIPTION: TRAILER PARK MANAGER

REPORTS TO: Band Manager

Financial Transactions:

- Tenants are required to provide the Trailer Park Manager with twelve post dated cheques.
- The Trailer Park Manager will deposit tenants cheques into Queneesh Developments Inc. bank account #7600410, CIBC Branch on Cliffe Street.
- The Trailer Park Manager will provide the tenants with receipts each month for rental payment.
- Provide the Bookkeeper with confirmation of cheques received from the tenants of the trailer park.
- The Bookkeeper will advise the Trailer Park Manager of any NSF cheques. The Trailer Park Manager will then contact the tenant(s) and request they make rental payment and provide service charges at the Comox Band office within 10 days.

Rules and Regulations:

- Trailer Park Manager will provide tenants of the trailer park with rules and regulations; and, ensure that the tenants are adhering to the rules and regulations of the trailer park.
- The Trailer Park Manager will notify in writing to the Band Manager of tenants not adhering to the rules and regulations of the trailer park.

Correspondence:

- The Trailer Park Manager will deliver notices to the tenants of the trailer park from the Band Manager, (i.e. rent increase notices).
- Warning letters will be written by the Band Manager and then delivered by the Trailer Park Manager.
- Eviction notices will be processed by the Band Manager and delivered by the Trailer Park Manager.

General:

- The Trailer Park Manager shall encourage tenant(s) to phone the police to report any crime or disturbance of the peace.
- The Trailer Park Manager shall encourage neighboring tenants to sort out thier own issues in a courteous manner.
- The Trailer Park Manager shall advise tenants who are selling their trailer to notify the Band Manager in writing.

- **Trailer Park Manager is not in a position to make decisions on behalf of Queneesh Developments Inc.**
- **The Trailer Park Manager is to encourage cheques be issued for rental payment, if cash payments must be made the tenant is required to make payment at the Band office.**

Puntledge Campground Manager Job Description.

Reports To: CEO

Education: **Tourism & Hospitality Management Diploma** or equivalent work experience

General Qualifications or Specific Skills: Manage overall operation and management of the Puntledge Campground. Perform routine clerical tasks such as filing, data entry, responding to telephone inquiries, scheduling and accepting reservations for facilities. Develop and implement policies and procedures for daily operations. Negotiate with suppliers for the provision of materials and supplies. Set work schedules and respond to customer complaints. Prepare budgets and monitor revenues and expenses. Enforce Puntledge Campground policies and procedures. Recruit and hire staff, supervise staff, conduct performance reviews, conduct training sessions, sell products and services, arrange for and oversee maintenance activities.

Essential Skills: Knowledge of Basic Bookkeeping and Marketing Experience. Work independently with little or no supervision. Good oral and written communication skills. Work courteously with the general public and staff, problem solving, decision making, critical thinking, job task planning, organizing, computer literate and confident at multitasking. Present a professional image to the public through personal appearance and actions.

Others: Own transportation and Valid B.C. Drivers licence, First aid certificate, K'omoks First Nation knowledge an asset.

Specific Duties:

- Implement procedures for the daily operations of the Puntledge Campground, i.e. interpretation centre, reservations, site allocation customer satisfaction.
- Account for all revenues and expenditures including all stock and inventories at the campsite.
- Manage and maintain the overall operation of the campsite and all associated facilities.
- Submit receipt and invoices to the accountant and report revenue to the CEO in a timely manner.
- Manage and maintain all reservations on a daily, weekly, monthly and seasonal basis.
- Ensure quick resolve of customer concern.
- Maintain regular and consistent hours of operation for the campground, store and facilities.
- Must be able to access and apply the Federal Labour Standards Act.
- Recommendation for approval of other venues.
- Ensure all facilities at the campsite are clean and in good working order, including garbage services, washrooms, laundry room and main office.
- Ground maintenance
- Water Sampling
- Establish and enforce **minimum noise period** at the campsite and ensure customers are aware of this policy.
- Coordinate or arrange interpretive programs by recruiting and scheduling speakers to conduct presentations or activities.
- Research, prepare and assemble interpretive materials and handouts.
- Display exhibits for the layout of the Interpretive Centre
- Other duties as directed by the CEO.

Puntledge Campground Supervisor Job Description

Reports To: Campground Manager

Education: High School diploma or equivalent work experience

- **Specific Skills:** Reliable, friendly, handy person, able to greet customers, operate cash register, computer skills, good telephone manners, excellent communication skills, control revenue and expense. Previous office and customer service experience an asset. Must be physically fit and able to lift up to 30 pounds

Security check: Criminal record check.

Others: Own transportation (preferably a truck) and Valid B.C. Drivers license, Comox First Nation knowledge, plumbing, carpentry and electrical knowledge an asset.

Specific Duties:

- Greet customers, check quests in and out and collect payments.
- Operate cash register, process credit and debit card
- Resolve customer complaints.
- Clean and maintain campground office, laundry room, showers, restrooms,
- Arrange for garbage pick-up
- Check electrical hook-up connections for proper functioning usage. and ensure constant wood supply.
- Ensure site crew cuts grass, clean fire pits, rake camp sites, change light bulbs; pick up litter around campground and buildings; keep walks and pathways tidy.
- Enforce minimum noise period at the campsite and ensure customers are aware of this policy.
- Patrol the campground periodically to assure compliance with regulations; notify RCMP of any illegal activities.
- Perform equipment operator checks before operating equipment; lawn mowers etc.
- Responsible for night deposit
- Scheduling, supervising and evaluation performance of maintenance crew
- Other duties as required by Campground Manager

In the absence of the Campground Manager

- Takes reservations
- Answer telephone inquiries
- Maintain sales records for inventory control
- Operate computerized inventory record keeping and re-ordering system
- May be required to purchase items as needed for convenience store



Puntledge Campground Maintenance Personnel, Job Description

Reports to: Take direction and report directly to the Campground Supervisor or Campground Manager

Specific Skills: Reliable, friendly handy person able to greet customers, excellent communication skills. Able to take direction and use own initiative, work as team member and work with little or no supervision, previous campground work experience an asset.

Specific Duties:

- Must be physically fit and able to lift up to 30 pounds.
- Must be physically fit to cut and deliver firewood
- Paint and stain inside and outside of building when necessary
- Clean building windows as required.
- Clean and disinfect bathrooms on hourly basis (toilets, sinks, showers, floors, walls and laundry room)
- Conduct janitorial duties daily i.e. vacuum, sweep, dust, wash and wax floors
- Ensure toiletries supplies are replenished
- Remove garbage to a central disposal bin
- Pick up litter on campground and around building
- Brush cut trails and keep clear of debris
- Operate lawn mower and weed eater to maintain grounds
- Water shrubs when necessary
- Clean fire pits, rake camp sites and remove expired permit upon customer departure.
- Sweep and wash deck
- Maintain and clean compound site
- If any repairs and/or maintenance work are required, report to Supervisor or Manager
- Other duties as requested by Supervisor or Manager

PROJECT MANAGER

Duties

The Project Manager will be responsible for achieving the time, cost, and quality objectives described in the job description. The Project Manager must have a good knowledge of the progressive development and phases of the project (i.e. activities involved in initiation, planning, construction and take over). He/she must have knowledge of construction techniques, quality and cost control, contracting procedures, scheduling, report preparation.

- Provide a written and verbal report to the Chief and Council in the band office at 3:30 p.m., on the first and third Thursday of each month. These reports will be provided throughout the life of the project. Except in cases where specific information or a milestone, as described elsewhere in this job description must be addressed, the Project Manager's report will compare actual progress on the project objectives (i.e. time, cost and quality) with that scheduled. Highlights on any special events, problems or other occurrences with which the Chief and Council should be familiar will be included.
- Seek the approval, advice, or assistance of the Band Manager, Chief and Council with any decision or special problem, which requires immediate attention.
- Set the experience and qualification standards for those persons who will be employed on the project in a day labour capacity. Note: Band members employment will be subject to the hourly rates, disciplinary practices, and general conditions of employment as set out in the Federal Labour Standards Act.
- Make financial decisions to the following limits:
 - (1) individual changes of a technical nature resulting from site conditions or oversights in the project. Note: Uncommitted money must be available in the contingency allowance; and
 - (2) single purchases of material or rental of equipment, which do not exceed \$500 in value. Note: Uncommitted money must be available in the contingency allowance.
- Seek the approval for further delegation of financial authority from the Band Chief and Council.
- Ensure that good financial practices are exercised throughout the life of the project by developing the expenditure plan, monitoring the cash flow, and reserving monies for all project commitments.

- Ensure that invoices are paid promptly and complete financial records are maintained. Note: Any issue of a financial nature, which cannot be resolved by the Project Manager, will be referred to the Band Manager, Chief and Council.
- Provide the necessary control, direction and monitoring of the organizations (e.g. contractors, suppliers) retained to work on the project.
- Maintain a project file, which contains copies of all documents such as reports, agreements, summaries of costs, records of activities/milestones/events, and minutes of meetings needed to maintain a complete record of the project.

Planning Phase

- Assemble a project team and reach agreement on the terms of reference and duties.
- Develop and or implement the following planning phase activities:
 - (1) feasibility studies and option analysis;
 - (2) cost estimate;
 - (3) facility operation and maintenance plan;
 - (4) project schedule showing time plotted against major milestones, and construction phase activities;
 - (5) cash flow plan;
 - (6) quality assurance plan;
 - (7) contractor selection including review, quality assurance, documentation and job take-over plans;
 - (8) personnel and material control procedures.

Construction Phase

The Project Manager will implement the following procedures:

- (1) Develop terms of reference and other contract documentation required by the Band Manager, Chief and Council.
- (2) Monitor the contractor throughout the construction. (Note: This will include implementing the quality assurance plan, reviewing the contractor's monthly status reports, authorizing the contractor's requests for payment and preparing the interim and final certificates of completion).

For that portion of the project carried out by day labour, the following will make up the principal activities involved:

- (1) Supervision of the construction manager throughout the construction phase to ensure that adequate standards regarding quality, productivity, worker safety, and security are being maintained.
- (2) Receive and review weekly reports from the construction manager, investigate any problem areas.
- (3) Ensure that administrative and financial services including personnel records, payrolls, material control, and insurance coverage are being maintained and provided.

Take Over Phase

- Prepare a comprehensive completion report and submit it to the Band Manager, Chief and Council.
- Turn over to the Band one copy of the project's warranties, and the project file.

Signatures

Chief

Councillor

Councillor

Date

Project Manager

Date

**Job Description
Senior Manager
I-HOS Gallery**

Summary:

The Senior Manager will support the Sales Supervisor with the daily operation of the I-HOS Gallery. Primary duties will involve marketing, budgetary controls, personnel management, kiosk management and overall administration.

The Senior Manager will also assist with informal tours and other requirements that may impact gallery operations. Communication between the Senior Manager and the Sales Supervisor is essential for effective operation of the I-HOS Gallery. During slow periods, the Senior Manager will be solely responsible for the daily operation of the gallery.

Reports to: Band Manager

Work Schedule: Full time 5 days a week with prior approval for overtime from Band Manager

Key Responsibilities:

- Complete administration duties and relevant reporting and planning systems (i.e. letters, advertising, newsletters)
- Plan and manage internal communications and awareness of corporate direction, mission, aims, activities and standards
- Develop policies and standard operating procedures for gallery
- Develop artists contract outlining terms and conditions
- Liaise with representatives from suppliers, merchandisers, artists, competitors and others as required
- Attend meetings, AGM and promote positive public relations by serving on committees and participating in activities as directed by the Band Manager
- Manage, maintain and report as necessary all merchandise and non-merchandise stock to Financial Administrator
- Maintain website pictures, descriptions and backups and respond to emails
- Maintain computer inventory, backups and virus protection
- Manage upkeep and condition of all equipment, fixtures and fabric of gallery
- Maintain health, safety, security, and emergency systems according to company policy and relevant law with staff and customer safety as the uppermost priority
- Major purchases to be discussed with the Sales Supervisor on a need and budget basis with a recommendation to Band Manager
- Other related duties

Marketing:

- Plan and implement marketing strategies, including advertising, promotions and public relations according to approved budgets
- Develop and maintain corporate image, reputation and company's public relations activities

- Seek and continuously develop knowledge and information about competitor activity, pricing and marketing strategies and communicate information to Band Manager
- Evaluate product and market trends
- Provide monthly marketing report to Band Manager

Financial and Operational Management:

- Manage cash and payment systems in accordance with company procedures and policies
- Manage and control expenditures, overhead and all factors affecting the profitability of the gallery within approved budgets
- Plan, forecast and report on sales, costs and business performance on a monthly and year end basis
- Develop, implement and analyze approved budget
- Report on all operational and policy matters to Band Manager
- Develop and implement departmental activities

Staff Management:

- Plan, develop and implement HR management policies and procedures (hiring process, discipline, grievances, pay and employment conditions, contracts, performance appraisals, cultural and professional development, quality management)
- Coordinate the hiring process (posting, recruiting, hiring committee, and selection) with Sales Supervisor
- Manage and motivate according to company policies and employment laws
- Train and develop staff to ensure maximized sales, customer satisfaction and effective teamwork
- Communicate with staff, Sales Supervisor, Band Manager and other departments (i.e. finance, administration, maintenance) to ensure clear communication lines
- Evaluate staff and handle discipline and grievances as required with appropriate documentation on file
- Complete annual evaluation of Sales Supervisor and provide to Band Manager

Qualifications and Skills Preferred:

- Experience in a retail management position including responsibilities for sales, marketing, supervision and leadership with the proven ability to develop a strong customer service and teamwork approach
- Experience in developing and implementing policies, procedures, budgets and marketing plans
- Excellent interpersonal, negotiation, conflict resolution and communication skills, both oral and written
- Experience managing cash, payment systems, point-of-sale inventory control and sales procedures
- General knowledge of accepted accounting practices
- Familiar with the use of Windows, Micro Biz, web site maintenance and general retail/office equipment

Revised 07/07/04



Job Description
Sales Supervisor
I-HOS Gallery

Summary:

The Sales Supervisor will support the Senior Manager with the daily operation of the I-HOS Gallery. Primary responsibilities will involve sales, customer service, personnel management, inventory controls, cash management, and security for the building as required.

The Sales Supervisor will also assist with informal tours and other requirements that may impact gallery operations. Communication between the Sales Supervisor and the Senior Manager is essential for effective operation of the I-HOS Gallery.

Reports to: Band Manager

Work Schedule: Daily schedule provided on a monthly basis at least one week in advance.

Key Responsibilities:

- Plan and implement time schedule for staff at least one week in advance
- Plan and implement shop merchandise, layout and displays to maximize sales, customer satisfaction and gallery image
- Manage selling, customer service activities and staff performance to optimize product awareness, maximize sales and customer satisfaction
- Ensure cleanliness of entire gallery (i.e. floors, glass, bathrooms, entrance inside/out)
- Coordinate shipping and associated procedures (legalities of shipping international)
- Maintains display window at Comox Airport
- Responds to emails in the absence of the Senior Manager
- Maintain brochure racks for visitor information kiosk in gallery
- Ensure fire safety procedures are followed
- Other related duties

Staff Management:

- Schedule all staff and required meetings
- Manage and motivate staff according to company policies and employment laws
- Train and develop staff to ensure maximized sales, customer satisfaction and effective teamwork
- Coordinate the hiring process (posting, recruiting, hiring committee, and selection) with Senior Manager
- Communicate with staff, Sales Supervisor, Band Manager and other departments (i.e. finance, administration, maintenance) to ensure clear communication lines
- Establish goals and performance standards for sales clerks
- Evaluate staff and handle discipline and grievances as required with appropriate documentation on file
- Complete annual evaluation of Senior Manager and provide to Band Manager

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Financial and Inventory Responsibilities:

- Manage daily cash and complete bank deposits
- Purchase merchandise according to trends, demand and gallery image which is based upon a monthly budget and inventory/stock levels. Major purchases to be discussed with the Senior Manager on a need and budget basis with a recommendation to Band Manager
- Maintain inventory controls (i.e., pricing, check back, stock, discount rack)
- Monitor invoices in progress (layaway) on a monthly basis

Qualifications and Skills Preferred:

- Experience in a retail management position including responsibilities for sales, supervision and leadership with the proven ability to develop a strong customer service and teamwork approach
- Experience managing cash, payment systems, point-of-sale inventory control and sales procedures
- Excellent interpersonal, conflict resolution and communication skills, both oral and written
- Familiar with the use of Windows, Micro Biz and general retail/office equipment
- Familiar with displaying merchandise and creating window displays

