

Intake Office Clerk

The Métis Nation – Saskatchewan is seeking a strong team player committed to quality service to carry out objectives of the Registry and to provide a range of service as **Intake Office Clerks**. This **full time position** reports to the Director of Registry and is based at the Métis Nation – Saskatchewan office in Saskatoon, SK. Please submit resume, references, and cover letter to info@mnsregistry.ca by March 10, 2019.

Qualifications

- Post secondary education or a minimum 2 years experience in an office environment assisting clients.
- Excellent oral and written communication skills.
- A commitment to delivering a quality public service.
- Ability to act with tact and discretion and maintain confidentiality of clientele.
- Ability to work methodically, accurately and neatly.
- Possess strong organizational and interpersonal skills.
- The ability to work as part of a team.
- Ability to work independently, perform well under pressure, with shifting deadlines.
- Sort, catalogue, scan, and file electronic and original documentation.
- Working knowledge of standard software and/or basic equipment (e.g. MSOffice Suite, Outlook, Computers, Scanners)
- General knowledge of databases, electronic search and retrieval techniques
- Commissioner for Oath or able to obtain Commissioner for Oaths.
- Able to provide a Criminal Record Check with the Vulnerable Sector once hired.
- Post secondary education or equivalent experience in an office environment assist clients.
- Training and/or experience interacting with the public in a retail and/or service environment.
- Trustworthy & reliable.

Responsibilities

- Act as first point of contact for prospective Métis Nation citizenship applicants.
- Interview citizenship applicants and prospective applicants and provide information on the citizenship application process.
- Provide detailed information regarding eligibility, the application process, and the requirements for citizenship.
- Provide prospective applicants with detailed information on the application process and the supporting documentation required – in person and on phone.
- Ensure that the prospective applicant has a clear understanding of the criteria required to apply, based on the bylaws and the definition of Métis.
- Ability to maintain confidentiality and work with appropriate judgement, discretion and adherence to policy.
- Ensure the quality and accuracy of work at all stages.
- Ensure that all activities are conducted in accordance with established policy and procedure.

- Check the documentation submitted by the prospective applicant against the Applications Checklist and review the supporting documentation to determine if the person has provided sufficient documentation to formally initiate an application.
- Complete the application intake process, including database entry.
- Make photocopies of documentation submitted where required.
- Provide prospective applicants who require it with assistance in completing the application form.
- Open an Application File, arrange the application form and supporting documentation in accordance with the guidelines and attach the completed Applications Checklist to the file, indicating all documents received and contained in the file.
- Provide the applicant with a receipt for all documentation submitted.
- Take photo of applicants, label, edit, crop, and upload to the system.
- Scan forms submitted by applicants, label, edit, crop, and upload to the system.
- Review applications and generate and Issue letters when required to applicants.
- Assist with basic genealogical research & determine missing documentation.
- Any other duties and responsibilities as directed by the Director of Registry.