

## **RETENTION ADVISORS**

### **(3 POSITIONS – MARATHON, WHITE RIVER, WAWA)**

#### **Company Background:**

Supercom Industries LP is a partnership owned by the Michipicoten First Nation, Netmizaagamig Nishnaabeg (Pic Moberg First Nation), Biigtigong Nishnaabeg (Pic River First Nation), Pays Plat First Nation, Red Rock Indian Band and Fort William First Nation. Supercom was formed by our First Nations to deliver employment, training and create business opportunities related to the \$700+ million East West Tie transmission development that commenced construction in 2019 across our collective traditional territories and reserve lands.

You are sincere in your passion to assist in the development of a skilled Indigenous workforce, through the provision of individual and community-based employment and training initiatives. You have demonstrated experience in providing excellent customer service skills and excel at embracing diversity while establishing rapport with clients. The ideal candidate will possess a demonstrated knowledge of First Nation protocols, language, and culture.

#### **Duties and Responsibilities:**

Under the supervision of the Safety, Employment & Training Manager, the Retention Advisors will provide operational support as well as be assigned specific responsibilities related to the organizations' vision, mission, values and strategic plan that will serve the First Nation Citizens of the six member participating communities and near proximate First Nation communities. The role includes but it not limited to, working with staff, committees, stakeholders, and clients for a wide variety of duties to:

- Support the Soft Skills Training with follow up activities, coaching and mentoring
- Mentor employees working in camp sites and ensuring they are performing duties required of them
- Communicate directly with employees who are having issues
- Take note and ask follow-up questions to gain a complete picture of workplace challenges
- Implement outreach activities for participants to foster success
- Attend morning start up meetings
- Prepare detailed reports to highlight activities, employee interactions and outline steps taken to arrive at a solution, document the outcome of conversations
- Maintain daily online appointment
- Travel to the camp sites is required

#### **Qualifications**

#### **Education & Experience:**

- Excellent interpersonal skills a high degree of interaction skills is required within all levels of an organization.
- Ability to share cultural teachings and life experiences to assist clients in distress.
- A strong background in conflict resolution and should be able to navigate situations where employees are angry with the company.
- Previous experience working with First Nation clients.
- Valid Class G Driver's Licence and ability to get to the camp site locations.

#### **Application & Deadline**

The positions are part-time positions, exact location will be determined but preference will be as follows:

- Marathon – Biigtigong Nishnaabeg (Pic River First Nation) area.
- White River – Netmizaagamig Nishnaabeg (Pic Moberg First Nation) area.
- Wawa – Michipicoten/Netmizaagamig Nishnaabeg (Pic Moberg First Nation) area.

Please indicate on your application which region you prefer.

Indigenous persons, especially those qualified members of our partner First Nations are strongly encouraged to apply.

For the right candidate, we are offering a competitive compensation package including a competitive salary commensurate with your qualifications.

Application should be clearly marked "Competition – Retention Advisor" and be submitted **no later than 4:00 pm on Friday, November 27th** to attention of:

Sarah Levesque

Executive Assistant, Supercom Industries Corp.

Email: [sarah.levesque@supercomindustries.com](mailto:sarah.levesque@supercomindustries.com)

Tel: (807) 624-2110 or (807)633-4405

*Applications must include a current resume, cover letter and three references one of which should be from your most recent employer. Incomplete or late applications will not be accepted. While we wish to thank you for your application, ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED.*