

### Our Vision

Ch'íyáqtel (Tzeachten First Nation) remains the keepers of our traditional territories, this responsibility being passed on to us by our ancestors and exercised through sound cultural, environmental, and socio-economic stewardship.

### Position Summary

The Facilities Booking Clerk is responsible for coordinating, administering, and supporting all facility and field booking operations for Ch'íyáqtel. This position serves as a key point of contact for internal departments, community members, external organizations, sporting groups, and the public, ensuring the efficient scheduling and use of community facilities, parks, meeting spaces, sports fields, and event venues.

The Facilities Booking Clerk performs a variety of administrative, customer service, coordination, and operational support functions related to facility use and community space management. The role supports the delivery of organized, welcoming, safe, and culturally respectful spaces for community programming, meetings, events, recreational activities, and external rentals.

This position requires strong organizational skills, attention to detail, sound judgment, and the ability to manage multiple priorities in a fast-paced and highly collaborative environment. The Facilities Booking Clerk must maintain positive working relationships with staff, community members, vendors, contractors, user groups, and external agencies while ensuring consistent application of booking procedures, facility use requirements, and organizational policies.

All duties and responsibilities are carried out in accordance with Ch'íyáqtel's policies, standards, and procedures, with strong cultural sensitivity and a deep respect for Ch'íyáqtel culture, traditions, language, and protocols

### Key Responsibilities

#### *Facility & Event Booking Coordination*

- Administer and coordinate all facility, room, park, sports field, and event bookings for internal and external users.
- Coordinate facility use agreements, permits, schedules, and approvals for community events, sporting activities, meetings, cultural gatherings, and special events.
- Manage booking requests for indoor and outdoor facilities in collaboration with departments, sporting organizations, community groups, and external stakeholders.
- Maintain accurate facility calendars, booking systems, schedules, and related documentation.
- Ensure facility bookings are organized efficiently to maximize space utilization and minimize scheduling conflicts.
- Communicate booking confirmations, requirements, procedures, and expectations to user groups and stakeholders.

- Coordinate booking logistics including setup requirements, equipment needs, room configurations, access arrangements, and operational considerations.
- Assist with event coordination and provide administrative support for community events and organizational functions as required.

#### *Customer Service & Community Relations*

- Provide front-line customer service and respond to inquiries from staff, members, community groups, organizations, vendors, and the public in a professional and timely manner.
- Support community members and user groups through the booking process by providing information, guidance, and troubleshooting assistance.
- Maintain positive working relationships with internal departments, facility users, contractors, and external partners.
- Address booking concerns, scheduling conflicts, and facility-related inquiries with professionalism and sound judgment.
- Promote a welcoming, respectful, and service-oriented environment for all facility users.

#### *Administrative & Operational Support*

- Perform data entry and maintain accurate records related to facility bookings, contracts, schedules, usage statistics, invoices, and correspondence.
- Prepare and process facility use agreements, rental documentation, invoices, reports, and other administrative records.
- Assist with tracking facility usage, community programming schedules, and operational information.
- Support the development and maintenance of booking procedures, forms, templates, and administrative systems.
- Monitor and report facility maintenance concerns, operational issues, and safety-related matters to appropriate departments.
- Coordinate with internal teams regarding facility readiness, event support needs, and operational requirements.
- Maintain confidentiality and secure handling of organizational and customer information.

#### *Departmental & Team Support*

- Support organizational initiatives and special projects.
- Contribute to a collaborative, respectful, and team-oriented work environment.
- Participate in training, meetings, and professional development opportunities as required.

#### *Other duties as assigned*

### **Qualifications, Knowledge, Skills and Abilities**

- High School Diploma or equivalent required, post secondary training or certification in Office Administration, Business Communications, or related field an asset
- 1–2 years of administrative, clerical, or reception experience in a professional office environment.
- Exceptional written and verbal communication skills, including professional telephone etiquette and customer service.
- Proficiency in Microsoft Office Suite (word, excel, outlook) and familiarity with office equipment. (Printers, Scanners, multi line phone system).
- Comfortable using virtual meeting platforms, shared drives and basic cloud-based collaboration tools.
- Strong time management, organizational abilities, and attention to detail with the capacity to prioritize tasks effectively.

- Ability to maintain confidentiality, demonstrate discretion, and uphold a high level of professionalism in all interactions.
- Capable of working independently with minimal supervision while contributing positively to a team environment.
- Familiarity with filing systems and records management.
- Ability to provide a satisfactory criminal record check.
- A valid Class 5 Drivers license and abstract with no restrictions.

### Working Conditions

Work is performed primarily in an office environment with regular use of computers, scheduling software, and standard office equipment. The position requires extended periods of sitting, data entry, and customer service interaction with staff, community members, and external organizations. Occasional travel between community facilities may be required. Flexibility to work occasional evenings and weekends is necessary to support facility bookings, special events, and other organizational and community needs.

### Application Deadline: Open until filled

Salary Range: \$26.02 - \$31.07

Candidates will be screened according to the qualifications, knowledge, abilities, and skills required above. Interested candidates are required to submit a resume and to indicate the job title position above on their covering letter in confidence to:

Ch'íyáqtel (Tzeachten First Nation)  
Attention: Careers  
#100 - 45855 Promontory Road  
Chilliwack, BC V2R 0H3  
Email: careers@tzeachten.ca  
Fax: 604-858-3382

Qualified applicants who are not selected for this position may be considered for future vacancies within Ch'íyáqtel. An eligibility list may be established and used to fill similar temporary, term, or permanent positions for up to twelve (12) months following the closing date of this competition.

*We encourage candidates to self-identify as First Nations, Inuit, or Metis in their application. We regret that we will only contact the applicants chosen for an interview. We thank all applicants for their interest in working for Ch'íyáqtel.*