

Posting #25-106CU

Indigenous Student Services Representative First Nations Centre Regular, Full Time

Purpose

The Indigenous Student Services Representative (ISSR) functions as the cornerstone of the First Nations Centre's (FNC) operations, bridging the gap between institutional systems and Indigenous community values through authentic, relationship-centered service delivery from an Indigenous lens.

This role requires an individual who can simultaneously serve as a cultural interpreter, administrative coordinator, crisis responder, and community builder, while balancing university requirements with Indigenous protocols. At its core, this position exists to ensure that Indigenous students can access pathways to academic success without compromising their cultural identity.

The ISSR transforms institutional spaces into culturally responsive environments where Indigenous ways of knowing are respected and integrated into daily practice. The incumbent provides holistic support that encompasses cultural validation, emotional safety, and overall wellbeing, directly impacting Indigenous student retention, trust, and empowerment at the University of Northern British Columbia (UNBC).

Responsibilities

The ISSR is the primary front-line contact at the FNC. The position manages reception, communication channels, and event coordination while ensuring all services are grounded in Indigenous values and cultural safety. Duties include, but are not limited to:

Reception Services

- Serving as the primary contact for the FNC across in-person, phone, email, and virtual platforms (Zoom, Teams);
- Providing culturally appropriate support to Indigenous students and connecting them with relevant resources;
- Recognizing and responding to crises, escalating situations to appropriate support when needed;
- Welcoming Elders, Knowledge Holders, and community members with appropriate cultural protocol; and
- Maintaining organizational systems, supplies, and FNC spaces to ensure a welcoming and culturally respectful environment.

Communications

- Managing FNC social media platforms and ensuring content reflects Indigenous voices;
- Developing and distributing newsletters and managing ListServ communications;
- Monitoring and responding to general FNC email correspondence; and
- Maintaining spreadsheets, databases, and creating visuals to support outreach and reporting.

Event Management

- Coordinating signature FNC events including graduation celebrations, Garden Party/Open House, monthly potlucks, and Indigenous Peoples Day;

- Managing event logistics including space booking, catering, supplies, invitations, and partnerships;
- Ensuring all events incorporate Indigenous protocols and cultural elements; and
- Collaborating with internal and external partners to support meaningful gatherings and celebrations.

Qualifications

The successful candidate will possess the following:

Education and Experience

- Minimum two years' experience working with Indigenous communities and organizations; and
- A one-year certificate or diploma in office or business administration is required.
 - This provides essential foundational skills in customer service excellence, database management, event coordination, and professional communications directly applicable to the diverse responsibilities of the role.
 - The business administration background supports development of professional competencies in partner collaboration and administrative efficiency crucial for success in this multifaceted position.

Additional Requirements

- Strong knowledge of, and experience in, Indigenous cultures, traditions, and protocols, particularly those of local Nations and communities connected to the university;
- Experience working with or servicing Indigenous Elders and/or Knowledge Holders;
- Cultural safety and trauma-informed practice training to ensure respectful and supportive engagement with Indigenous students and communities;
- Experience providing student services or support, which may include academic advising, event coordination, wellness programming in a post-secondary setting;
- Strong interpersonal and communication skills, with the ability to build trusting relationships with Indigenous students, faculty, staff, and community partners, or other services;
- Conflict resolution and active listening skills, with the ability to de-escalate stressful situations and advocate effectively for student needs;
- Professionalism and a calm demeanor in difficult situations;
- Proficiency in Microsoft Office Suite and student database systems;
- Understanding of privacy legislation and ethical handling of student information (e.g., FIPPA); and
- A valid Class 5 driver's license and willingness to travel to Indigenous communities or between campuses as needed.

Assets (not mandatory, but preference for)

- Knowledge of post-secondary systems, policies, and supports relevant to Indigenous learners, including funding opportunities, academic supports, and cultural programming is considered an asset;
- Experience in customer service roles, particularly those in the post-secondary setting, is considered an asset;
- Completion of Indigenous cultural competency and OCAP training is considered an asset; and
- Mental Health First Aid, ASSIST, or a similar crisis management certification are considered assets.

An equivalent combination of education and experience will be considered.

Salary

This position has been classified at a Grade 5. The annual salary range for this position is \$55,091.40 to \$57,348.20 and the normal starting salary will be \$55,091.40.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Normal hours of work will be 8:30 am – 4:30 pm, Monday through Friday.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná' translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Métis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.



With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities. **Indigenous persons are encouraged to self-identify in their cover letter.**

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employee wellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume, cover letter, and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number **#25-106CU** in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on October 28, 2025.

