



Job Title:	General Manager of the Kahnawà:ke Kanien'kehá:ka Registry Office
Division:	Operations
Reports To:	Director of Client Based Services
Name of Incumbent:	TBD
<p>Purpose: To strategically develop and oversee the services, operations and performance of the Kahnawà:ke Kanien'kehá:ka Registry Office, in alignment with community needs and the direction of Client Based Services. Supports clients accessing direct and third party services or initiatives.</p>	
<p>Cultural Identity Attributes: The individual is detail oriented, persistent and enjoys a challenge in reaching a long term goal. Works well with the community and ensures quality and standards are met in the delivery of services.</p>	
<p>Roles & Responsibilities:</p>	
<p>To plan, develop, and implement policies to support the Kahnawà:ke Kanien'kehá:ka Registry Office.</p> <ul style="list-style-type: none"> • Provides support to the development and implementation of the Kahnawà:ke Kanien'kehaka Registry legislation • Provides technical expertise and guidance in a collaborative manner • Establishes and maintains an effective communication network • Develops governing administrative policies and procedures • Represents and is the authority in all matters relating to the Kahnawà:ke Kanien'kehá:ka Registry 	
<p>To plan, develop, manage and control the efficient and effective operations of the Kahnawà:ke Kanien'kehá:ka Registry office.</p> <ul style="list-style-type: none"> • Develops and manages program budgets • Develops and implements operational processes and standards based on applicable legislation • Manages all Human Resources • Coordinates training for required competencies, coaching, and mentoring • Develops and implements quality management systems • Provides all administrative approvals • Facilitate resolution of issues within the operations • Acts as spokesperson for all Kahnawà:ke Kanien'kehá:ka Registry matters 	



To manage the performance of Kahnawà:ke Kanien'kehá:ka Registry program functions

- Establishes and implements policies and operating standards
- Determines Administrative and operational priorities
- Prioritizes and fosters a positive atmosphere of growth and learning
- Take charge in high-priority crises and facilitates the resolution of issues within the operations

The statements herein reflect general details to describe the principle functions for this job, and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties or be assigned projects associated with these responsibilities as directed by their immediate supervisor.

Decision Making Authority:

- Decides on processes, programs and service requirements
- Determines resource requirements
- Sets program goals, objectives and priorities in alignment with the Strategic Plan;
- Decides on program changes required to meet the changing needs of the community;
- Sets operating & performance standards;
- Sets limits/scope of program services;
- Decides on project prioritization;
- Decides on **Kahnawà:ke Kanien'kehá:ka Registry office** budget requirements;
- Decides on performance and objective requirements for direct reports;

Accountability:

- Ensures client satisfaction & partnerships with internal and external bodies
- Ensures policy and regulatory compliance or resolution systems
- Ensures fair, confidential and professional client services
- The adherence and compliance to all policy & regulatory bodies;
- Establishing partnerships and contacts;
- The accomplishment of operational objectives and the alignment with CBS strategic direction;
- The proper preparation and management of a balanced budget;
- The establishment of program policies and standards
- The efficient and effective operation of the **Kahnawà:ke Kanien'kehá:ka Registry office** ;
- The achievement of the priorities and objectives of the **Kahnawà:ke Kanien'kehá:ka Registry office**;
- Ensuring the continuous improvement of the organization;
- Conducting business with internal and external clients in a tactful, discrete and courteous manner;
- Maintaining confidentiality;
- Adhering to the MCK Administration Manual-Personnel Policy and Kanien'kéha Language



Initiatives.

Education & Experience:

- Bachelor's Degree in Business Administration, Sociology, Human Relations or Related Field of Study, plus one (1) year relevant experience;
 - OR
 - D.E.C. in Social Sciences, plus three (3) years relevant experience;
 - OR
 - High School Diploma, plus five (5) years relevant experience.
- AND
- Completed MCK John Molson School of Business Program or equivalent (IF APPLICABLE)

Knowledge, Skills, Abilities, & Other Attributes:

- Sound knowledge of MCK policies, programs, administration and operational procedures;
- Thorough knowledge and understanding of the Kahnawà:ke's Kanien'kehá:ka Law and Department of Indian Affairs membership guidelines contained within the Indian Act
- Thorough knowledge and understanding of Quebec Civil Code and United States Social Security and Border requirements
- Excellent oral and written communication skills;
- Ability to show sound judgment;
- Ability to comprehend and interpret policies, procedures, laws and guidelines;
- Ability to develop options and make recommendations to the Office of the Council of Chiefs with respect to the aforementioned agencies and applicable Laws;
- Motivational skills, facilitation skills, team management and negotiation skills are necessary;
- Strong research and mathematical skills and the ability to compile, analyze and interpret statistical information;
- Sound knowledge of databases, Word, Excel and the ability to learn various computer programs;
- Willingness to learn the Kanien'kéha language is required;
- The ability to communicate in the French language is an asset.

Working Environment:

- Five day work week and normal office environment;
- Occasional overtime may be required;
- Considerable stress and exposure to emotional, personal, and sensitive situations (social & family issues) requiring tact, discretion and confidentiality;
- Occasional travel.

Competencies:

STRENGTH

PEACE

UNITY

Mohawk Council of Kahnawake



P.O. Box 720

Kahnawake Mohawk Territory J0L 1B0

Tsi Nīkaió'tenhséró:tens Ne Onkweshón:'a Rotiio'tens

HUMAN RESOURCES UNIT

Tel.: (450)632-7500

Fax: (450)638-5958

Website: www.kahnawake.com

Self-Management	Client & Team Relations	Quality Decision Making	Professional Capacity	Communication	
TBD	TBD	TBD	TBD	TBD	
Adaptability	Planning and Organizational Knowledge	Leadership	Language & Culture		
TBD	TBD	TBD	TBD		

Commitment Statement:

I serve my community with its best interest in mind by supporting and encouraging creative, critical and resourceful thinking, accepting and nurturing new ideas and approaches and demonstrating my dedication and integrity through my efforts, actions, and words. I am part of a team that is empowered to take initiative in an interactive working environment.

Signatures:

Employee's Signature: _____

Supervisor's Signature: _____

Director of Human Resources: _____