



Penticton Indian Band

841 Westhills Drive
Penticton, British Columbia
Canada V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

June 24, 2026

Employment Opportunity

The Penticton Indian Band (PIB) is currently seeking an ambitious and qualified individual to fill the following position:

Position Title:	Utilities Assistant - Summer Student	Pay Rate:	\$ 22.00-25.00 per hour
Department:	Utilities	Classification:	11/Exceptions
Status:	Term (3 Months)	Hours per week:	Up to 35 hrs.
Responds to:	Infrastructure Coordinator		
Location:	841 Westhills Drive, BC V2A 0E8		
Closing Date:	Open Until filled		

Job Summary:

The Utilities Assistant - Summer Student, provides administrative and community outreach support to the PIB Utilities Department. The primary focus of this role is coordinating water meter installations, which includes contacting community members to gather household information, scheduling and confirming appointments, and conducting follow-up calls to improve future installation experiences. Special care and consideration will be given to supporting Elders through the process, including in-person meetings when needed. This is a highly communication-oriented position best suited to an outgoing individual who is comfortable engaging with community members by phone and in person. Please note that afternoon, evening, and weekend availability is required to accommodate community scheduling needs.

Core Competencies:

- Good Communicator
- Customer Service Orientation
- Organization and Time Management
- Interpersonal Skills
- Cultural Sensitivity and Awareness
- Attention to Detail
- Adaptability and Flexibility
- Problem Solving
- Professionalism and Reliability

Duties/Responsibilities:

Job Responsibilities and Work Performed

- Provides general administrative support to the PIB Utilities Department as directed by the Infrastructure Coordinator.
- Initiates outbound phone calls to community members to collect household information required for water meter installations, including points of contact, property details, and any special access considerations such as pets or gate access.
- Schedules water meter installation appointments in coordination with the PIB Utilities Department, ensuring efficient routing and time management.
- Responds to inquiries from community members regarding the water meter installation process in a professional, courteous, and informative manner.
- Places reminder calls to community members the day prior to or the morning of their scheduled installation appointment to confirm attendance and readiness.
- Provides dedicated support and special consideration to Elders throughout the scheduling process, including arranging and conducting in-person meetings when required to ensure their comfort and understanding.
- Conducts follow-up calls with community members after completed installations to gather feedback and identify opportunities to improve future installation experiences.
- Maintains accurate and up-to-date records of scheduled appointments, call logs, household information, and community member interactions.
- Communicate any scheduling conflicts, access concerns, or special circumstances to the Infrastructure Coordinator in a timely manner.
- Performs other related administrative and support duties as assigned by the Infrastructure Coordinator.
- Initiate and conduct home visits for community members of all ages to assess needs, provide support, and deliver services.
- Attend departmental meetings and community engagement sessions as required.

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- High School Diploma or equivalent
- Currently enrolled in or recently completed a post-secondary program in Office Administration, Business Administration, Communications, Public Administration, or a related field.

Other Certification, Licenses, Designations and/or Training

- Valid BC Driver's License
- Criminal Record Check with vulnerable sector clearance
- Demonstrated ability to interact respectfully and effectively with a diverse range of individuals, including Elders and community members.
- Familiarity with basic office software such as Microsoft Office (Word, Excel, Outlook) and general computer skills.

Minimum Level of Experience

- No prior work experience is required for this position. This is an entry-level summer student role designed to provide hands-on workplace experience to individuals looking to develop their professional skills. What matters most is a positive attitude, a willingness to learn, and a genuine desire to serve the community.

Assets:

- Previous experience in customer service, reception, or administrative role.
- Experience making outbound calls or working in a phone-based environment.
- Experience working with Indigenous communities or in a First Nations organization
- Experience with appointment scheduling or data entry.
- Any combination of relevant education, volunteer work, or lived community experience.

Working Conditions:

- This is a temporary Summer Student position with hours subject to change based on the operational needs of the Utilities Department.
- Due to the nature of community appointment scheduling, the successful candidate must be available to work afternoon into evening hours as well as weekends, as these are the times most convenient for community members to receive calls and confirm installations.
- The majority of work will be performed in an office setting; however, occasional in-person visits within the community may be required, particularly when supporting Elders through the water meter installation scheduling process.
- This role involves extended periods of telephone communication and computer use, requiring the ability to remain focused and professional throughout the workday.
- The work environment is fast-paced during peak scheduling periods and requires the ability to manage multiple tasks, adapt to changing priorities, and maintain a respectful and positive attitude at all times.

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

*All Penticton Indian Band employees are encouraged to learn about the culture, language and customs of the Okanagan people and must be willing to continuously upgrade their skills and knowledge and further their formal education.

The Penticton Indian Band offers a competitive compensation and benefits package as well as a great team and respectful work environment. If you are qualified and looking for an exciting and rewarding career. Please send a resume and cover letter to the attention of:

Armando O. Lopez, HR Manager
Penticton Indian Band

Mail: 841 Westhills Drive **Fax:** (250) 493-2882
Penticton, BC V2A 0E8 **Email:** jobs@pib.ca
In Person: PIB Administration Offices – 841 Westhills Drive, Penticton, BC

The Penticton Indian Band provides equal employment opportunities to all, regardless of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, political belief, creed, disability that does not prohibit performance of essential job functions or that cannot be accommodated, or conviction for which a pardon has been granted. However, where two or more applicants have comparable or equivalent skills and qualifications, preference shall

be given, in the following order, to persons with specific knowledge of and/or experience with Sn'Pink'tn(Penticton) language (N'syilxcen), culture, history and customs; persons of Aboriginal, Métis or Inuit ancestry; and all others. We thank all those who apply; however, only those candidates selected for interview will be contacted