



HIAWATHA FIRST NATION

EMPLOYMENT OPPORTUNITY

Position Title: ORRS Assistant Manager

Position Type: Internal

Location: Hiawatha, ON

Duration: Full-Time Term (ends June 15, 2026)

Posting Closes/Deadline: April 20, 2025 at 11:59 pm

Tentative Interview Date: April 21-25, 2025

Salary Range: \$63,190-\$70,190

About Us:

The Old Railroad Stop (ORRS) is a multi-faceted business operated by Hiawatha First Nation (HFN). The Old Railroad Stop was a former stop when the rail used to cross over the picturesque Rice Lake. It is now home of a gas station, convenience store, gift shop and restaurant. Hiawatha takes pride in providing quality product and service to its citizens and visitors. It is essential that these services are provided in a way that supports Hiawatha's vision statement and the 7 Grandfather teachings of humility, honesty, bravery, wisdom, truth, respect and love.

Position Summary:

The ORRS Assistant Manager is responsible for providing management & administrative level support to the ORRS Manager as part of the day to day operations. This position will assist the ORRS Manager by creating reports, taking minutes and other organizational or special project tasks. This position will act as the first point of contact and provide general information to the ORRS staff. The Assistant Manager must be an extremely organized person with the ability to manage their time effectively. They will have to work with all departments within the organization and how they relate to the ORRS Manager and maintain the strictest confidentiality. This position is regularly required to work weekends. The incumbent must follow the strategic plans of the organization, adhering to the HFN vision and values.

Reporting and Relationships:

Reporting to the ORRS Manager, the ORRS Assistant Manager will directly oversee all part-time ORRS staff and will provide the leadership and oversight needed to maximize the direction of store operations. The incumbent will be committed to providing a high level of public service, will continually strive for new and more effective approaches to fulfilling the store's mandate and objectives.

Main Responsibilities:

- Preparing annual budget submissions for ORRS store and restaurant
- Preparing monthly, quarterly and other reports (reconciliations, variance reporting, ROI, P & L, sales, trends, KPI, etc.) as required
- Coding, approving, tracking and ensuring file retention of all invoices, expenses and Gas Rebate forms relevant to ORRS Business Operations
- Ensuring accuracy of all bank deposits, payroll timesheets, ATM fills, OLG Lotto statements and monthly General Ledgers
- Accountability for budget expenditures plus all financial reporting and reconciliations
- Monitoring financial performance to ensure ORRS is meeting or exceeding budgetary commitment
- Developing and implementing financial "safeguard" controls, policies and procedures
- Ensuring that inventory control, turnover and profitability is maximized and monitoring profit and loss
- Following all policies and practices of Hiawatha First Nation and relevant legislation
- Providing orientation, supervision, direction, training, coaching and mentoring to all ORRS personnel
- Evaluating performance of all ORRS personnel and assist when needed on improvement

- Preparing work schedules
- Managing and signing off on leave of absences, shift schedule, incident reports and time sheets
- Ensuring all ORRS personnel documentation is provided to the Human Resources office to complete Personnel Files in a timely and efficient manner
- Carrying out Human Resource activities relating to performance management, disciplinary actions and enforcing Personnel Policy for all ORRS employees, receiving assistance and support from HR Coordinator when required
- Following all policies and practices of Hiawatha First Nation and relevant legislation
- Ensuring ORRS is maintained in a clean and inviting manner
- Ensuring excellent customer service at all times for all patrons
- Developing, reviewing and updating business, marketing, work and strategic plans of the business
- Ensuring all operating policies and procedures are adhered to by all ORRS personnel
- Developing marketing, merchandising and promotional initiatives to increase foot traffic, positive business responsibility and public relations
- Ensuring the facility is maintained according to Health & Safety Regulations, Technical Standards & Safety Authority (TSSA) and the Canadian Environmental Protection Act (CEPA) of 1999 and other relevant legislations or guidelines
- Overseeing physical inventory count twice annually and reconcile any variances with computerized system
- Developing and administering general maintenance plan of building and grounds;
- Maintaining a positive working relationship with Restaurant tenants and negotiate lease renewals
- Ensuring that the Restaurant tenants provide annual proof of insurance (contents & liability), as well as WSIB certificate
- Ensuring all Restaurant chattels owned by Hiawatha are maintained in good working order;
- Monitoring loss prevention program development and maintenance;
- Working knowledge of OLG Rules and Regulations, including all reporting and other OLG requirements to keep ORRS/HFN in good standing
- Review and respond appropriately to customer concerns/complaints
- Oversee the ORRS Loyalty Program from a loss prevention aspect, as well as the continued growth of customers.
- Ensure gas attendants are properly trained with the propane dispensers
- Other duties as assigned.

Requirements:

- Post-Secondary Diploma or degree in Accounting, Business Administration or Management or another relevant degree or diploma; and
- Minimum three-years relevant experience in management in a retail environment; preferably in a First Nation setting; or
- A combination of education, training or work experience which Hiawatha deems to be equivalent;
- Must provide a satisfactory CPIC (documentation will be required if successful applicant);
- Valid Driver's License and vehicle.

Knowledge, Skills and Abilities:

- Experience with computer programs (i.e. Microsoft Office, internet, email, Sage 300 etc.);
- Experience with common office equipment and working in an office environment;
- Ability to deal with clients using utmost tact and diplomacy;
- Must be analytical with strong attention to detail;
- Excellent communication (oral, electronic and written);
- Excellent organizational, time and file management skills;
- Knowledge of Indigenous histories (i.e. residential school, sixties scoop, colonization & impacts);
- Ability to work within tight deadlines in a fast-paced quickly changing environment;
- Ability to work as an individual and as part of a team;
- Proactive problem solver with excellent conflict resolution skills;

- Ability to maintain strict confidentiality;
- Experience in taking meeting minutes;
- Experience with budgets and financial management;
- Ability to prepare material, provide engaging messaging using a variety of strategies and speak to groups;
- Effective leadership skills.

Behavioural Competencies:

- Empathetic and non-judgemental;
- Honest, respectful and trustworthy;
- Indigenous-centered service approach;
- Results Oriented;
- Personal Effectiveness;
- Demonstrate sound work ethic;
- Proven ability to work with people of diverse education, cultural and language backgrounds.

Working Conditions:

- Walking, standing and sitting;
- Repetitive work;
- Working in a busy office environment with frequent interruptions;
- Carrying and lifting up to 50 lbs;
- Local travel with some extended travel from time to time;
- Interaction with employees and the community;
- Requirement to work weekends regularly
- Requirement to work evenings on occasion
- Occasional overtime

Application Process:

If you are interested in this opportunity and possess the above list of qualities and requirements, please forward your resume and cover letter via mail, email, fax or in person to:

By Mail: Hiawatha First Nation
431 Hiawatha Line
Hiawatha, ON
K9J 0E6
ATTN: Zachary Friar, HR Coordinator

By email: hr@hiawathafn.ca

For more information or a detailed job description, please contact Zachary Friar at (telephone) 705-295-4421 ext. 209 or (email) hr@hiawathafn.ca

To find out more about Hiawatha First Nation, please visit our website at www.hiawathafirstnation.com

- *The tentative interview date(s) are subject to change and are posted for planning purposes only*
- *Hiawatha is grateful for all who show interest in our First Nation and take the time to apply, however, only those chosen for an interview will be contacted*
- *Late applications will not be considered*
- *Hiawatha is an equal opportunity employer, as well, Hiawatha references Canada's Aboriginal Employment Preferences Policy*
- *Internal postings are for current staff and citizens of Hiawatha, Internal/External postings will give preference to internal applicants first*

We, the Mississauga of Hiawatha First Nation, are a vibrant, proud, independent and healthy people balanced in the richness of our culture and traditional way of life.