



HIAWATHA FIRST NATION

EMPLOYMENT OPPORTUNITY

Job Number: 2025-21

Position Title: ORRS Automotive Parts Associate

Posting Type: Internal

Location: Hiawatha, ON

Duration: Term (12-months)

Posting Closes/Deadline: October 30, 2025 at 11:59 pm

Tentative Interview Date: November 3-7, 2025

Salary Range: \$49,730-\$55,300 (based on 37.5 hr. week)

About Us:

Hiawatha is a vibrant First Nation community located on the beautiful north shore of Rice Lake. We are located approximately 20 minutes from Peterborough, ON and 45 minutes from Cobourg, ON. There are approximately 1050 registered citizens with approximately 245 residing in Hiawatha. In the summer months our population increases significantly. Hiawatha is an employer that prides itself on diversity and fairness, providing a progressive working environment that fosters culture, positivity and growth.

Position Summary:

Under the guidance of the Old Railroad Stop (ORRS) Manager, the Automotive Parts Associate is responsible for overseeing the efficient and effective execution of all automotive-related sales and service operations. This role serves as a key point of contact for customers seeking information and assistance with automotive parts, tires, and accessories, while ensuring the department remains well-stocked, organized, and aligned with operational standards.

Success in this position requires a strong command of automotive product knowledge, exceptional customer service skills, and a commitment to operational excellence. The Automotive Parts Associate plays a pivotal role in driving sales performance and enhancing the overall customer experience.

Reporting:

This position will report to the ORRS Manager. This position has no direct reports.

Main Responsibilities:

- 🌟 Deliver exceptional customer service by assisting clients with automotive parts, tires, and accessories, ensuring their needs are met with expert guidance and care.
- 🌟 Drive sales by recommending automotive merchandise tailored to customer requirements, enhancing satisfaction and loyalty.
- 🌟 Collaborate with the ORRS Manager to execute marketing, merchandising, and promotional strategies aimed at increasing foot traffic, strengthening community engagement, and enhancing public relations.
- 🌟 Maintain accurate customer records through organized alphabetical and numerical filing systems, supporting efficient service and follow-up.
- 🌟 Cultivate strong vendor relationships to ensure timely product availability and support business growth.
- 🌟 Identify and pursue new opportunities to expand ORRS's automotive service offerings and market presence.
- 🌟 Process transactions for automotive products and services using cash, debit, and credit, ensuring accuracy and professionalism.
- 🌟 Provide training to ORRS Store Clerks on automotive services as directed by management, fostering team development and service excellence.
- 🌟 Reconcile daily sales, calculate total payments received, and prepare end-of-shift financial reports with precision.

- Manage inventory by restocking shelves, organizing merchandise, and placing orders as needed; support bi-annual inventory audits.
- In the absence of the Purchasing Clerk, receive and log inventory into the POS Back Office system.
- Monitor surveillance footage to investigate discrepancies such as cash imbalances, drive-offs, or inventory issues.
- Ensure the Auto Department remains clean, organized, and compliant with Health & Safety regulations.
- Stay current with automotive products and industry trends to provide informed recommendations and support.
- Maintain a clean, safe, and orderly workstation at all times.
- Adhere to all store policies and operational procedures.
- Perform gas attendant or cashier duties as required.
- Uphold and promote the vision, mission, and values of Hiawatha First Nation.
- Perform additional duties as assigned to support overall store operations.

Requirements:

- Completion of Grade 12 or equivalent combination of education, training, and experience
- Minimum of two years of demonstrated success in customer service or automotive sales, preferably within a First Nations community setting
- Solid understanding of vehicle systems, components, and repair techniques
- Experience in inventory control and stock management
- Flexibility to work varied shifts, including evenings and weekends, as operational needs require
- Willingness to support multiple departments within the store as needed
- Reliable transportation and possession of a valid Ontario G-class driver's license
- WHMIS certification or a willingness to complete training
- Ability to provide a satisfactory Criminal Record Check (CPIC)

Knowledge, Skills and Abilities:

- Proficient in computer applications including Microsoft Office Suite, email platforms, and internet-based tools
- Demonstrated experience in budgeting and financial tracking
- Strong liaison and networking capabilities, with a proven ability to build and maintain strategic relationships
- Effective both independently and collaboratively within team environments
- Exceptional interpersonal, public relations, and relationship-building skills
- Advanced communication abilities across oral, written, and electronic formats; skilled in drafting, distributing, and responding to professional correspondence
- Highly organized with strong time management and file maintenance practices
- Self-motivated and proactive, exhibiting a high level of initiative and autonomy
- Analytical thinker with meticulous attention to detail
- Skilled in conflict resolution and navigating complex situations with diplomacy and professionalism
- Adaptable and resilient in fast-paced, dynamic environments; consistently meets deadlines under pressure
- Proven ability to identify challenges and implement effective solution

Behavioral Competencies:

- Demonstrates empathy and a non-judgmental approach in all interactions
- Highly results-driven, with a focus on achieving goals and delivering quality outcomes
- Maintains the highest standards of professionalism and confidentiality at all times
- Exhibits integrity, respect, and trustworthiness in both conduct and communication
- Collaborative team player who contributes positively to group dynamics and shared objectives
- Demonstrate inspirational leadership, fostering motivation, collaboration, and a positive team culture

- Exhibits strong cultural awareness and sensitivity, with a commitment to inclusive and respectful engagement
- Creative and adaptable in dynamic environments, with the ability to respond effectively to changing needs and priorities
- Maintains a consistent and reliable work ethic, grounded in professionalism and accountability
- Proven ability to engage and collaborate with individuals from diverse educational, cultural, and linguistic backgrounds

Working Conditions:

- Ability to perform a variety of physical tasks including walking, standing, and sitting for extended periods
- Comfortable with repetitive tasks and routine work
- Capable of lifting and carrying items up to 50 lbs. as required
- Operates effectively in a fast-paced environment with frequent interruptions
- Involvement in budgeting activities and preparation of operational reports
- Occasional local travel may be required for business-related purposes
- Regular interaction with staff, stakeholders, and members of the community

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