

Claims & Project Coordinator

About the Role

CityWest is a community-owned telecommunications company delivering broadband infrastructure to rural and remote communities across BC. Our expansion projects are government-funded, which means the work is structured, deadline-driven, and compliance-focused.

The Claims & Project Coordinator plays a critical supporting role in keeping that work on track. Sitting within Projects and working in close coordination with the Finance team, this person is responsible for the accurate preparation and submission of government funding claims, the maintenance of financial and project documentation, and broader administrative support to the program.

This is a strong entry point for someone who is organized, precise, and eager to learn. No prior experience with government funding programs or telecommunications is required. What matters most is the right approach: methodical, reliable, and detail oriented.

Key Responsibilities

Claims Administration

- Download invoices and supporting documents from supplier and funder sources
- Complete prescribed government claim forms accurately and on time
- Compile and organize claim packages, ensuring all required documentation is complete
- Track submission deadlines across multiple projects and flag risks early
- Maintain a clear record of claim status, submission dates, and funder responses

Document & Records Management

- Maintain organized, audit-ready project files
- Ensure documents are version-controlled, correctly named, and consistently filed
- Respond to internal requests for documents in support of project reporting
- Support the Projects team by ensuring timely receipt of project inputs needed for claims

General Project Administration

- Complete government forms and templates as required across the program portfolio
- Provide administrative support to the Program Manager and Project team, where required
- Assist with meeting coordination, note-taking, and follow-up tracking as needed
- Contribute to process improvement by flagging gaps or inconsistencies in existing procedures

Core Competencies

We hire for aptitude and approach. Direct experience in government programs or telecommunications is not required.

- Attention to detail — catches errors before they become problems
- Process discipline — follows established procedures consistently and understands why it matters in a compliance environment
- Organizational ability — keeps files, trackers, and tasks in order
- Comfort with structured data and forms — methodical approach to spreadsheets, templates, and multi-field documents

- Reliability and follow-through — flags issues early
- Adaptability — able to re-prioritize effectively when deadlines or program demands create competing timelines
- Written communication — clear, professional, and accurate in written work

Qualifications

Required

- Completion of a post-secondary program OR equivalent work experience
- Proficiency in Microsoft Excel and comfort working with structured data
- Proficiency in Microsoft SharePoint or similar document management systems
- Strong written communication skills in English

Assets (Nice to Have)

- CAPM certification or progress toward it
- Experience working with accounting concepts
- Exposure to project-based work environments
- Familiarity with government funding programs, grant administration, or regulated compliance environments
- Experience supporting multiple stakeholders or teams simultaneously

Working Relationships

This role sits within Projects and reports to the Program Manager. Day-to-day, it works in close coordination with the Projects and Finance teams to ensure that project inputs are received on time and that claims reflect accurate, current information.

Strong alignment with Finance is essential for coding accuracy, eligibility review, audit readiness, and access to key financial data. The role may also work alongside other Finance team members who have existing involvement in claims and program support.