

## Job Posting: Client Service Specialist/Trainer

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The Client Service Specialist/Trainer is the first contact for IWC's diverse client base, and a key member of the front-line settlement team. The Client Service Specialist/Trainer is a strategist towards providing the highest levels of customer service; and a key player in the development and facilitation of targeted skills-development.

### Qualifications:

- Demonstrated professional written and oral communication skills in English, Arabic and French
- Exceptional customer service skills
- Thorough knowledge of current and effective office procedures.
- Demonstrated computer software and troubleshooting skills.
- Minimum 2 years' experience in participatory group facilitation.
- Experience and certification (if applicable) in delivering work-readiness training such as Safe Food Handling, WHIMS, and Workplace Health and Safety.
- Experience working with newcomers to Canada and a strong understanding of barriers to social and economic participation.
- Highly organized and motivated, able to work in a fast-paced work setting and meet deadlines.
- Able to make informed critical decisions independently without supervision.
- Demonstrated understanding of the local settlement sector, service providers and local connections.

### Responsibilities:

- Greet the public with a supportive and positive attitude, maintaining a high level of client-centered service.
- Welcome and respond to all clients with respect and courtesy, understanding the barriers, challenges and stresses they may face; diffuse tense situations and conflicts as required.
- Perform reception duties, including referral of clients to the appropriate Centre program and staff based on needs articulated by clients.
- Provide clients with appropriate referrals, assisting clients to bridge to various services of support in the community.
- Accurately respond to in-person and telephone inquiries from clients or community representatives regarding programs and services.
- Facilitate group activities geared towards increasing employability for newcomers.
- Facilitate Community Connections and Information and Orientation activities as required.
- Provide settlement translation and interpretation (in Arabic and/or French) to clients as required.
- Support administrative activities including, but not limited to, maintenance and organization of files, making meeting arrangements, gathering statistics, preparing correspondence and data entry.
- Support the development and revision of office procedures to promote smooth, efficient and effective operation of activities at the site.
- Ensure that the front reception area and facilities are well maintained and community information/resources are readily available and well-organized.

**How to Apply:** Send a resume and cover letter to the Hiring Committee by email to [IWCHiring@IWCHamilton.ca](mailto:IWCHiring@IWCHamilton.ca)

**Application deadline:** Wednesday, December 5, 2018 at 5:00 pm

***IWC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***