

JOB POSTING: Client Service Specialist/Administrative Assistant, full-time

Job Summary:

The Rebecca Street Client Service Specialist is the first contact for IWC's diverse client base, and a strategist towards providing the highest levels of customer service in person, online and by phone. As a specialist in customer service, they provide support to IWC's various programs in communications, scheduling, documentation and administrative support, working in collaboration with the settlement team; facilitate Community Connections activities; and support the full range of activities that promote access and participation for newcomer families in a just and supportive Canadian Society.

Minimum Qualifications:

- Oral and Written fluency in English and Arabic
 - Minimum 2 years experience working in a customer service position in a not-for-profit setting.
 - Minimum 2 years working in an administrative role in a non-profit office setting.
 - Thorough knowledge of current and effective office procedures.
 - Experience using social media and online communication tools to engage new and existing clients
 - Demonstrated computer software and troubleshooting skills, proficient in the use of the Microsoft Suite of applications.
 - Experience using databases, able to manage large contact lists and mass e-mailings
 - Experience working with newcomers to Canada and a strong understanding of barriers to social and economic participation.
 - Exceptional customer service skills
 - Demonstrated understanding of and sensitivity to the needs and issues of newcomer clients and barriers they face.
 - 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 professional written and oral communication skills.
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Duties and Responsibilities

Reception and Intake

1. Greet the public with a supportive and positive attitude, maintaining a high level of client-centered service.
2. 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.
3. Perform reception duties, including referral of clients to the appropriate Centre program and staff based on needs articulated by clients.
4. Provide clients with appropriate referrals, assisting clients to bridge to various services of support in the community.
5. Accurately respond to in-person and telephone inquiries from clients or community representatives regarding programs and services.
6. Respond to telephone calls and direct calls appropriately, taking accurate messages as needed.
7. Perform duties related to providing a high level of hospitality for Centre guests, including clients and community agency representatives
8. Provide settlement translation and interpretation for Arabic-speaking clients as required.
9. Assist Settlement Counsellors by performing client intake for new clients, as needed.

10. Maintain confidentiality associated with client interactions.

General Support Duties

1. Support the administrative activities of the Rebecca Site programs and activities including, but not limited to, maintenance and organization of files, making meeting arrangements, gathering statistics, preparing correspondence and data entry.
2. Support the development and revision of office procedures to promote smooth, efficient and effective operation of activities at the site.
3. Support the training and orientation activities of Centre staff including, but not limited to, training in use of office equipment (e.g. photocopier, LCD projector), orientation to common office forms, and orientation to the telecom system.
4. Ensure that facilities are well maintained and necessary resources are available, order supplies and resources as needed
5. Support Centre staff in the scheduling of periodic team meetings, agenda preparation, hospitality and documentation for meetings.
6. Support and participate in the implementation of outreach and community development strategies.
7. Maintain an inventory of resources relating to community services, ensuring that up-to-date information is available for staff and clients.
8. Ensure that the front reception area and facilities are well maintained and community information/resources are readily available and well-organized.
9. Perform clerical duties including word processing and data entry.
10. Sort incoming correspondence including fax and mail, maintaining clear lines of correspondence between staff and the public.

Community Connections Group Facilitation

1. Create and maintain a schedule of group sessions including, but not limited to Canadian Citizenship Preparation, G1 Driving Test Preparation, and Computer Skills Development.
2. Perform all duties associated with administrating Community Connections Sessions, including promotion, registration and data entry.
3. Deliver group sessions in a participatory and engaging manner, maintain records of participation and sessions/workshop plans.

Computer and IT support

4. Perform troubleshooting for on-site computer equipment and network, respond to IT needs and issues of Centre staff; prepare and operate audio-visual equipment as required.
5. Install and update software on site computers as required.
6. Maintain up-to-date anti-virus software on the sites computers.
7. Support the activities of the IT team, providing effective IT support for the site when IT personnel are not available.

How to apply:

Send a resume and cover letter to the Hiring Committee by email to IWChiring@iwchamilton.ca.

Application deadline: 5:00 pm on Friday, November 10, 2017

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.