

JOB POSTING: Client Service Specialist/Administrative Assistant

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.

This is a 25 hour per week position. This vacancy is anticipated to be 1 year, with possibility for extension up to 18 months.

Minimum Qualifications:

- Oral and written fluency in English; demonstrated professional written and oral communication skills.
 - 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.
 - 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
 - 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.
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Summary of Duties and Responsibilities

1. Greet the public with a supportive and positive attitude, maintaining a high level of client-centered service.
 2. Perform reception duties, including referral of clients to the appropriate Centre program and/or staff and to other community service providers.
 3. Support the full scope of administrative and hospitality activities of the site programs and activities including, but not limited to, maintenance of files, correspondence and data entry, making appointments and meeting arrangements, preparing for meetings, and ensuring that facilities are well-maintained and necessary resources are available.
 4. Support the development and revision of office procedures to promote smooth, efficient and effective operation of activities at the site; provide training and orientation to new staff in these procedures, use of office equipment (e.g. photocopier, LCD projector), orientation to common office forms, and orientation to the telecom system
 5. Lead the planning and delivery the suite of demand-led Community Connections activities including Canadian citizenship preparation, G1 driver's license preparation and computer training. Maintain records of participation and sessions/workshop plans.
 6. Assist Settlement Counsellors by performing client intake for new clients, as needed.
 7. 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.
 8. Support the activities of the IT team, providing effective IT support for the site when IT personnel are not available.
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How to apply: Send a resume and cover letter to the Hiring Committee by email: IWCHiring@IWCHamilton.com

Application deadline: Monday August 27, 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.