

LMS Client Coach & Operations Specialist

Hours/week: 35 **Rate of pay:** \$24/hr **Start Date:** October 11, 2022 **Location:** Hybrid/Fennell Ave

Minimum Qualifications:

- Oral and Written fluency in Arabic and English
 - Minimum 2 years experience working in a customer service position in a not-for-profit setting.
 - Minimum 2 years experience working in an administrative role in a non-profit office setting.
 - Minimum 1 year experience delivering group sessions focused on skills development.
 - Demonstrated advanced digital literacy, computer and software skills and troubleshooting skills
 - Experience delivering support with technology and troubleshooting to support participants of remote services
 - Experience using a Learning Management System, experience performing duties associated with online registration and providing technical support to users is an asset.
 - Experience working with newcomers to Canada and a strong understanding of barriers to social and economic participation.
 - Exceptional customer service skills
 - 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.
 - Fluency in Arabic is required
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Duties and Responsibilities

Collaborate in the daily operation and use of the LINC to Work Learning Management system, performing a full range of administrative and client-facing duties including, but not limited to:

1. Orienting new and prospective students to the LINC to Work Course calendar, and providing support and guidance in their selection of courses.
2. Registering new students, creating user log-ins and digital files; registering existing new students in their selected courses for each new 5-week training period.
3. Training all new LINC to Work registration in the full set of digital literacy and hardware skills required to access the LMS, training materials and video conferencing apps required for full participation in the LINC to Work program. This may include training in small groups or one-on-one, in-person (as appropriate during COVID-19) or via video conference.
4. Providing one-on-one technical support to learners, on an ongoing basis, through troubleshooting assistance on the phone or via video conference. As required, walk through registration, log-on and file access processes with users for practice, equipping them to use the system independently.

5. Develop additional LMS training modules, FAQs, troubleshooting guides and other resources for learners and staff to access independently for additional skills development.
6. Collaborate with the curriculum/teaching and technology teams to create and populate LMS courses, manage asset library and to troubleshoot and resolve technical issues related to integration of course content.
7. Providing feedback on usage and field student feedback, Identifying and communicating opportunities for process and quality improvements.
8. Performing data collection, input and maintenance duties associated with the designated data portfolio: (1) ICARE/Harts; (2) MyIWC and Masterlist; or (3) LINC to Work LMS. Generate reports upon request.
9. Following-up daily with absent students, applying the attendance policy while provide support and referrals to students struggling to meet attendance requirements as a result of barriers to access.
10. Participating in outreach and participant recruitment activities including information sessions, development of newsletters and social media posts; and representing the LINC to Work Team in the community and at stakeholder meetings as assigned.
11. Provide administrative and client-facing supporting all program evaluation and program development activities, such as surveys and needs assessments.
12. Providing clients with appropriate referrals, assisting clients to bridge to various services of support with in IWC and in the community.
13. Be knowledgeable about the positions responsibilities and liabilities under the Ontario Health and Safety Act (OHSA)
14. Observe the Health and Safety Policy
15. Practice pro-active due diligence to mitigate and eliminate and/ or manage risks to your health and safety
16. Report all health and safety concerns and incidents to your immediate supervisor
17. Support the orientation, training and supervision of program volunteers.
18. Inform the Executive Director of all occurrences or facts that are necessary for an understanding of matters affecting the Centre or the people involved.
19. Perform other related duties as required.

How to apply:

Submit a resume and cover letter to the Hiring committee, by email:

IWCHiring@IWCHamilton.ca by Friday September 30, 2022.

Applicants are encouraged to submit their application as soon as possible, interviews may begin before the posting deadline.

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.