

JOB REQ.#: 2019-QCIC-025

POSTING TITLE: Client and Outreach Assistant, Language Assessment Centre, Centre for Education and Training

HIRING DEPARTMENT: CLARS Language Assessment Centres-PHD

TERMS OF EMPLOYMENT: Casual

REPORTING TO: Coordinator

LOCATION: Mississauga - 50 Burnhamthorpe Road West

START DATE: June 3, 2019

END DATE: August 2, 2019

SALARY: 14.56 - 14.56, Hourly + 4% Vacation

LENGTH OF (CONTRACT) 9 weeks

BENEFITS: No

NO OF POSITIONS: 1

SUMMARY:	The Client and Outreach Assistant position will provide administrative support to the language assessment and outreach staff at our Language Assessment Centre – Mississauga location
DUTIES & RESPONSIBILITIES:	<ul style="list-style-type: none"> • Attentively greets clients and visitors to the centre and ensures they are attended to in a timely manner • Answers phones promptly and minimizes messages going to voice mail. • Ensures that client phone messages are returned swiftly • Confirms client appointments and reschedules and rebooks appointments for cancelled or missed dates • Assist with outreach and promotion activities • Assist with preparing reports and documents • Performs a variety of clerical duties including filing, typing, photocopying, faxing, confidential record keeping, and document distribution in accordance with company policies and procedures. • Provides timely information and refers visitors or calls to other appropriate staff. • Undertakes other duties assigned by supervisor
QUALIFICATIONS:	<ul style="list-style-type: none"> • Professional communication skills, both verbal and written, to interact with a wide range of individuals in a wide range of situations which often require tact, diplomacy and discretion • Experience in customer service • Good interpersonal skills, cultural sensitivity, problem solving and self-managing organizational skills • Ability to communicate in other languages is an asset • Computer literate with proficiency in MS Outlook, MS Office and databases, and statistical record keeping • Sensitivity to the diverse needs of adult learners and the multicultural community • Strong interpersonal, problem solving and organizational skills • Provision of satisfactory Criminal Record Check required
OTHER DETAILS:	