



JOB DESCRIPTION

JOB TITLE:	Information Clerk / Customer Service Representative – Canada Summer Jobs
DEPARTMENT:	Community Enrichment
CLASSIFICATION:	Student
REPORTS TO:	Manager, Community Enrichment
HOURLY RATE:	\$18.96

JOB SUMMARY:

Under the direction of the Manager, Community Enrichment, the Information Clerk / Customer Service Representative role serves as a developmental opportunity to develop skills in customer service, technology, database management, event coordination and wellness programming at Menno Place while supporting Resident and Family Centred Care. This opportunity requires teamwork, communication, collaboration and commitment to learning, including receiving constructive feedback.

This position is a **temporary full time position** funded through the Canada Summer Jobs Grant, and aligned with both Federal and Member of Parliament priorities. The student worker is required to have a commitment to the vision, mission and values of Menno Place and perform duties following Menno Place policies and procedures, ensuring the provision of Resident and Family Centred Care (RFCC).

This position requires teamwork, communication and cooperation. It is the expectation that the individual in this position contributes to a positive, safe working environment, takes instruction well and cooperates with their supervisor and co-workers. This person manages their time well and participates in continuous quality improvement of services provided.

DUTIES & FUNCTIONS:

- Customer service focused concierge services for residents on campus.
- Provide exceptional service to residents, ensuring their needs are met in a timely, professional manner.
- Take a multidisciplinary approach in interacting with residents, families and staff across various departments.
- Effectively manage phone, email & in person interactions with residents & visitors, fostering a positive and supportive environment.
- Troubleshoot technical systems including TVs, phones, and other resident facing technology.
- Conduct tours of the campus for prospective residents, providing information about the facilities and answering questions.
- Database Software upgrades and development.

- Assist with entering new resident information and updating current records.
- Generate and pull reports from the database for tracking and management purposes.
- Conduct follow up calls to prospects for waitlist updates and additional information gathering.
- Support the marketing team by analysing and organizing data.
- Assist in providing support for wellness activities, events and projects.
- Work with the wellness team to promote resident well-being.
- Provide administrative support as needed.

QUALIFICATIONS

Education, Training and Experience

Post-secondary students in a direct or related field of studies are preferred.
 1-2 years of experience in customer service and administrative support.
 Proficiency in Microsoft Office Suite and some sort of HRIS.

As per the Canada Summer Jobs program, eligibility requirements are:

To be eligible, youth must:

- be between 15 and 30 years of age at the beginning of the employment period
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment** and
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations

Skills and Abilities

- Demonstrated ability to communicate effectively in English both verbally and in writing.
- Demonstrated courteous and collaborative interpersonal skills including the ability to work as a member of a team.
- Demonstrated willingness and ability to learn how to operate position related equipment.
- Demonstrated ability to organize and utilize resources as provided.
- Collaborates with leaders to promote a cooperative and constructive environment for improvement that consistently meets the needs of residents, families, staff, and the community.
- Self-confident in learning abilities with a willingness to ask questions.

Health & Safety

- Accountable for occupational health and safety and related activities of residential care staff.
- Is aware of their rights and responsibilities under the BC Occupational Health and Safety Act and follows all health and safety policies and procedures.
- Works safely to reduce the risk of injury to self, co-workers, and residents.
- Is alert to and promptly reports all actual or potentially hazardous situations to immediate supervisor.
- Does not operate or use faulty equipment.
- Promptly reports personal injury to supervisor and seeks first aid as needed.
- Participates in fire safety demonstrations, fire and code drills and knows the community fire and disaster plan.

In the online application, you will be required to:

- Upload a Resume (PDF, Word doc)
- Supply two Employment History references including Contact Information of Company and Immediate Supervisor
- Supply three references with contact information (2 work-related references, 1 character reference)
- Upload Record of Immunization (digital file upload – JPG or PDF)
- Upload Criminal Record Check done in past 12 months (digital file upload – JPG or PDF)

We thank all applicants however only those short-listed candidates will be contacted.

[Click Here to Apply Online](#)