



JOB DESCRIPTION

JOB TITLE:	Waitlist and Tours Support – Canada Summer Jobs
DEPARTMENT:	Community Enrichment
CLASSIFICATION:	Student
REPORTS TO:	Community Enrichment Manager
HOURLY RATE:	\$18.96

JOB SUMMARY:

The Waitlist and Tours Support supports the Community Enrichment team by maintaining the waitlist database, providing proactive communication with prospective residents and families, and assisting with the coordination of tours.

The Waitlist and Tours Support is a **temporary full time position** funded through the Canada Summer Jobs program. As with all employees, the worker in this position is required to have a commitment to the vision, mission and values of Menno Place performing duties following Menno Place policies and procedures and ensuring the provision of *Resident and Family Centred Care (RFCC)* while safeguarding staff and residents.

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:

1. Waitlist Database Management

- Phone individuals on the waitlist to confirm interest, needs, and timelines.
- Update all contact information, notes, and status changes in the database accurately.
- Flag urgent or priority cases to the Community Enrichment Manager.
- Maintain confidentiality in accordance with Menno Place's privacy policies.

2. Prospective Resident & Family Communication

- Make timely and professional outbound calls to potential residents and families.
- Respond to basic inquiries about services, amenities, and waitlist processes.
- Redirect complex questions to the Community Enrichment Manager or appropriate team members.

3. Tour Coordination & Support

- Arrange tour dates and times based on availability.
- Send confirmation emails or make reminder calls.
- Prepare tour materials (brochures, welcome packets).
- Greet families and support onsite logistics.

4. Administrative Support

- Assist with filing, photocopying, and preparation of resident information packages.
- Maintain organized digital and physical records.
- Support special events or community engagement activities as assigned.

QUALIFICATIONS

Education, Training and Experience

- Working towards a Bachelor's degree in a related field.
- 1 year of experience in customer service.
- Strong organizational skills.
- Excellent communication and relationship-building abilities.

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

- Communication: Comfortable speaking on the phone and in person.
- Organization: Able to keep accurate records.
- Professionalism: Warm, courteous, and confidential.
- Tech Skills: Comfort with databases and Microsoft Office.
- Initiative: Willing to follow instructions and 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.

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