



JOB TITLE: **CLIENT SERVICES REPRESENTATIVE – PART-TIME**

REPORTS TO: **PROGRAM MANAGER**

APPROVAL DATE: **SEPTEMBER 2018**

VISION

All children and youth have the opportunity to grow to their fullest potential. Their success is our priority.

PURPOSE OF POSITION

The Client Services Representative ensures the efficient day-to-day operation of the reception and program area and coordinating with the staff team while maintaining positive client interactions. The Client Service Representative will generally be the first point of contact for Rebound clients, and is responsible for directing families through the appropriate programming channels. This position also contributes to the success of Rebound programming by facilitating administrative functions and network coordination including promotion, networking, and liaising with community partners to increase program accessibility and effectiveness.

ROLES AND RESPONSIBILITIES

Reception

- Greet clients, suppliers, staff, volunteers, and visitors to the organization in a professional and friendly manner
- Respond to inquiries and requests with accuracy, professionalism, courtesy, and respect
- Maintain a strong knowledge of programs and services to ensure effective direction is given to clients
- Respond to phone calls, voicemails and emails in a prompt, and courteous fashion. Ensure clients are directed to the appropriate staff for intake or follow-up
- Following agency protocols, provide concise and detailed client information to ensure clients receive service in a timely manner

Office Administration

- Oversee the upkeep and presentation of the reception and program area
- Make service calls for facility and equipment maintenance
- Provide administrative support to management, including scheduling meeting space as needed
- Monitor and order office and cleaning supplies, as required

Program Network Coordination

- Liaise with community partners to coordinate programming opportunities
- Attend and participate in planning committee meetings with practitioners and managers
- Maintain communication with collaborative partners, networks, and relationships in connection with programming
- Coordinate training, and aid in the promotion of specific programs

WORKING CONDITIONS

- Flexibility in work hours, including ability to work evenings for purposes of front desk and program monitoring
- Requires extensive keyboarding on different devices
- Requires working in shared open-concept office space, in a busy environment with frequent distractions

QUALIFICATIONS, EXPERIENCE AND REQUIREMENTS

- Post-secondary education in Administration, or equivalent experience
- Valid driver's license and a reliable vehicle with minimum \$2,000,000 insurance liability
- Satisfactory Criminal Record Check including Vulnerable Sector Search
- Excellent oral and written communication skills
- Proficient use of Microsoft Office
- Detail-oriented and excellent time management skills
- Professional, caring, and courteous demeanor

REBOUND CORE COMPETENCIES

Accountability

Adaptability

Client/Quality Focus

Communicator

Inclusiveness

Leadership

Occupational Knowledge/Technology Orientation

Team Focus

Volunteer/Quality Focus

Please send your covering letter and resume by October 19, 2018 at 12pm to:

Julia Wood, Program Manager, Rebound Child and Youth Services Inc.,

700 D'Arcy St N #20, Cobourg, ON K9A 5T3

Email: jwood@rcys.ca

We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted