



## INTERNAL / EXTERNAL

Position:	Customer Service Representative (CSR)
Type:	Bargaining Unit- Contract Full-Time (approx. 6 months – ending Jan 31, 2020)
Number of positions posted:	1
Rate:	\$22.51 per hour
Number of Hours:	37.5 hours per week, Monday to Friday
Supervisor:	Training and Development Supervisor
Posting Date:	June 3, 2019
Application Deadline:	June 14, 2019
Location:	59 Adelaide St. E, 4 <sup>th</sup> Floor, Toronto ON

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for close to 120 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at [www.fredvictor.org](http://www.fredvictor.org). Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Fred Victor Centre is currently looking for a Customer Support Representative to join the Employment and Training Services (ETS) team. This position provides the first link with the community in the Employment and Training Services office and will do so in a positive, helpful manner.

The Customer Support Representative will administer work collaboratively with members and staff; supporting the Employment and Training Services team through, administration, customer support, intake & Assessment and workshop facilitation. The Customer Support Representative will assist with maintaining the resource collection, planning activities, outreach, marketing efforts, and solve problems/conflicts as they arise.

### Responsibilities:

- Enthusiastically and politely greet all service users and foster an inclusive environment that honours and respects the diversity of our community members and staff
- Assist community members with intake/registration forms
- Provide new service users with an orientation to the Employment and Training and services offered
- Respond to phone inquiries and direct incoming calls to the appropriate staff; direct people to appropriate resources and information within the office and community
- Calendar management – schedule appointments for staff, manage team calendars and room booking, and register members for workshops
- Manage/supervise computer use and time for individuals; provide some support and to community members using computers (i.e. accessing online training, typing tutors...)
- Receive and distribute incoming mail, keep resource area clean and tidy
- Maintain the resource collection, organize resource materials for ease of accessibility
- Participate in regular planning activities to support the development of goals and work plans for ETS
- Deliver employment related workshops as required
- Collect and input data and statistics into various databases (Pirouette, EOIS Cams, Excel; assist with the collation of monthly statistics and reports
- Assist in developing outreach strategies and partnerships with key internal and external stakeholders
- Create/update monthly calendar, flyers and resources for members and staff



- Intervene and mediate in crisis and conflicts when appropriate
- Adhere to all Fred Victor policies and procedures and ensure confidentiality is maintained on client, personnel, financial and agency matters
- Represent Fred Victor at all times in a professional manner

#### **Qualifications:**

- Diploma and/or work experience related to Career Development/Counselling, Social Services and/or Administration
- Strong aptitude for organization and time management; able to adapt to changing priorities
- Self-motivation and able to work independently to prioritize tasks to ensure timelines are met
- Demonstrated initiative and a positive, supportive manner while working under pressure
- Excellent interpersonal, verbal, and written skills
- Strong ability to work and collaborate within a team
- Ability to communicate in another language an asset
- Demonstrated experience with public speaking, facilitating workshops and/or doing outreach
- Experience working with homeless, low-income and multi-barrier and marginalized communities/person, and an understanding of issues of poverty and discrimination facing these communities
- Strong conflict resolution skills and practice and demonstrated crisis intervention training and experience
- Proven aptitude and experience using Microsoft Office Suite (MSWord, Excel, PowerPoint, Outlook, OneNote, Freelance Graphics)

#### **Working Conditions**

Physically, the Customer Support Representative works indoors in an office which is wheelchair accessible. The job primarily involves working in an office space and interacting with staff, clients, external stakeholders, and management. They will attend external meetings at other FVC sites and other agencies. There are no physical requirements regarding loading, lifting, or bending beyond those reasonably expected in an office setting.

**The final candidate(s) will be required to provide a current police reference check prior to being hired.**

Please submit a resume and cover letter by e-mail no later than: Friday June 14, 2019

Lydia Stouten, Training and Development Supervisor: [ets@fredvictor.org](mailto:ets@fredvictor.org)

#### **NO PHONE CALLS AND FAXES**

*Fred Victor strives to be a diverse workforce that is representative, at all job levels, of the community we serve. We welcome applications from all qualified candidates in the Transgender Community, Persons with Disabilities, BIPOC, and all other equity groups.*

***Fred Victor is committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.***