

Contact North | Contact Nord has an immediate opening for a professional with customer service experience for the following position:

**Client Services Officer with Responsibility for Transition back to the Physical Office  
Thunder Bay Operations Centre  
Term Contract Position**

**Competition #20-47-TBOC**

**What We Do**

Contact North | Contact Nord helps underserved Ontarians in 600 small, rural, remote, Indigenous and Francophone communities acquire employment by making it possible for them to access education and training without leaving their communities

**What you do as a member of our team:**

Reporting to the Director, Operations & Development, the Client Services Officer has the following deliverables

- Research & cost items needed for staff to safely return to the physical workplace, while working with purchasing to acquire these items
- Create written documentation, procedures and instructions
- Create posters for staff and the public (arrange for translation) Work with the Coordinator, Recruitment Marketing and the Graphic Design Officer for translation and design.
- Be available to accept deliveries of above supplies at the Thunder Bay Operations Centre.
- Prepare “return to the workplace” packages for the Online Learning Centres, Operations Centres and Home Offices
- May need to attend webinars to be up-to-date on changes with COVID-19, if the Director Operations & Development is not available.
- Work with all staff to identify any special needs items particular to their location to allow them to return to the office
- Take on daily cleaning of high touch surfaces after the Thunder Bay Operations Centre re-opens.

**What you need to be successful:**

- Superior customer service and communication skills
- Fluently bilingual (English/French), both oral and written, is considered an asset
- Energetic, self-starter with a capacity to thrive in a fast-paced, multi-tasking office environment
- Emphasis on attention to detail in regards to proofreading, data entry and checklists
- Strict adherence to standardized policies and procedures
- Meet short deadlines by being able to prioritize and adapt
- Intermediate/advanced Microsoft Office Suite skills
- Related post-secondary diploma or certificate in Administrative Assistant or Office Administration
- 3 to 5 years' experience in an office setting

**Contact North | Contact Nord provides:**

- A dynamic and friendly work environment where employees have an opportunity to do meaningful work and grow
- The opportunity to contribute to our mandate to help Ontarians get the education and training they need for future opportunities
- 35 hours per week
- Term contract position which runs until March 31, 2021
- \$17.76 per hour

**How to apply:**

- **This position is Open Until Filled**
- Resumes and cover letter submitted to [resumes@contactnorth.ca](mailto:resumes@contactnorth.ca)
- Include at least two employment references
- Quote Job Competition number **#20-47-TBOC** in the subject line of the email

*Contact North | Contact Nord is an **equal opportunity** employer. Upon request, accommodations due to a disability are available throughout the selection process.*