

As Ontario's community-based bilingual distance education and training network, Contact North | Contact Nord helps underserved residents in 1,300 small, rural, remote, Indigenous and Francophone communities access education and training without leaving their communities. We provide services in English and French. For more information, visit www.contactnorth.ca.

Contact North | Contact Nord is seeking a positive, energetic and organized individual to fill the following part-time position:

EDUCATION & TRAINING REPRESENTATIVE – Richmond
Competition # 21-126-RIET

Reporting to the Education & Training Advisor, Education & Training Representative position will be based out of our Richmond online learning centre. The successful candidate will:

- Coordinate and schedule Student Recruitment & Services Representatives to deliver Contact North | Contact Nord's services and support to students within the territory.
- Complete and ensure follow-ups with prospective students and students using Contact North | Contact Nord's services within the territory to provide details on all services available and explore the option of registering in a first or subsequent course.
- Enter and update complete and accurate data in the customer relationship management (CRM) tool populating all required fields and ensure Student Recruitment & Services Representatives do the same.
- Record and submit weekly data each Friday regarding the amount of Requests for Services that were responded to for the Territory.
- Pro-actively identify and present a list of opportunities to generate registrations may include career and education fairs, suitable locations for targeted distribution and posting of promotional materials, new referral organizations and influencers, and other opportunities.
- Actively promote Contact North | Contact Nord's services, including available online programs and courses, at targeted events or meetings in person or virtually for recruitment of potential new clients, influencers, and stakeholders.
- Actively support all Targeted Recruitment Campaigns in the local community (ies) including targeted distribution of promotional materials and tracking responses/interest in the CRM and other tracking tools.
- The Education & Training Representative submits a Daily Report to the Education & Training Advisor by 4:00 p.m. listing key operational and recruitment related steps taken, key statistics, any major issues and how they were resolved, complaints and how they were handled. The Education & Training Representative immediately flags any urgent or time sensitive issues to the Education & Training Advisor.

Qualifications:

- A Secondary School Diploma with preference given to those with a post-secondary credential in a related field such as office administration, business administration, executive assistant.
- 1-3 years customer service experience in fields such as retail, call centre, banks/insurance companies.
- 1-3 years experience in a sales position, such as retail, call centre, business sales, banks/insurance companies.
- The ability to function verbally and in writing in both English and French (bilingual) is considered an asset.
- Experience with, or a willingness, to learn to use a variety of learning technologies such as audio, video and web conferencing such as Zoom, Microsoft Teams, etc.
- Experience with, or a willingness, to learn Social Media platforms such as Facebook and Instagram.
- Extensive knowledge of the community in order to help engage community partners.

- Able to take full responsibility for key assigned areas of student services process while working with minimal supervision.
- Highly developed verbal and written communication skills.
- Previous data entry experience.
- Experience with or knowledge of online learning.
- Sound functional knowledge of MS Office Suite (Word, PowerPoint, Excel and Outlook).
- Proven ability to exercise sound judgement and diplomacy through contact with students, faculty/instructors, local host and other community stakeholders.
- **Must possess a valid driver's license and reliable means of transportation, which would allow for travel within the boundaries of the assigned territory at the direction of the Education & Training Advisor.**

Requirements: Proof of full vaccination against COVID-19 is required

Compensation: \$18.50 per hour plus vacation pay and statutory holiday pay

Hours of work: Up to 30 hours per week based on the online learning centre's requirements

Start Date: As soon as possible

Interested individuals are invited to submit a **cover letter** and **electronic résumé**, complete with **two to three employment references**, quoting **Job Competition # 21-126-RIET** in the subject line of the e-mail. This position is **OPEN UNTIL FILLED**, please send applications to resumes@contactnorth.ca.

*We are an **equal opportunity** employer. Upon request, accommodations due to a disability are available throughout the selection process.*