

Contact North | Contact Nord helps educationally underserved Ontarians in 800 small, rural, remote, Indigenous and Francophone communities get a degree, diploma, certificate or upgrade their skills via online learning 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 – WIARTON
Competition #21-46-WILE

Reporting to the Online Learning Recruitment Officer, the Education & Training Representative position will serve our North-South Bruce Peninsula territory remotely and will be based out of a Home Office. 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 Online Learning Recruitment Officer 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 Online Learning Recruitment Officer.

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.
- 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.

Compensation: \$16.75 per hour plus vacation pay and statutory holiday pay

Compensation Effective August 1, 2021: the hourly rate will increase to \$18.50 per hour plus vacation pay and statutory holiday pay.

Hours of work: 28 hours per week

Requirements: Ability to work virtually; Must possess a valid driver's license and reliable means of transportation, which would allow for travel within the area (per kilometre reimbursement provided)

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 #21-46-WILE** in the subject line of the e-mail by **4:30 p.m., Friday, July 2, 2021** to resumes@contactnorth.ca.

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