

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](http://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 – Downtown North Bay  
Competition # 21-62-DNOR**

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

- Assist with direct recruitment, follow-up with referrals, and generate registrations, including but not limited, to community outreach, presentations to stakeholders and prospective students, social media and marketing initiatives and direct student recruitment and support.
- Actively conduct or participate in all targeted recruitment campaigns, (distribution of materials, tracking responses or interest in the CRM and other tracking tools).
- Proactively identify and present a list of opportunities to generate registrations to the Education & Training Advisor every week. This would include career and education fairs, suitable locations for targeted distribution and posting of promo materials, new referral organizations and influencers and other opportunities, do presentations and generate registrations.
- Follow-up with students, provide clients with details on all services available and help clients register in online programs and courses.
- Coordinate and schedule Student Recruitment & Services Representatives (SRSRs) to deliver Contact North | Contact Nord's services and support to students within the territory, including exam booking and invigilation services if applicable.
- Enter and update complete and accurate data in the CRM on all activities, ensure SRSRs enter complete and accurate data, and record weekly data provided by Education & Training Advisor and SRSRs on requests for services responded to at the online learning centre(s) or virtual operation.
- Submit a weekly report listing key operational and recruitment related steps taken.

**Qualifications:**

- Proven bilingualism (written and oral) in French and English in areas designated under the French Language Services Act would be considered an asset;
- 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.
- Knowledge of both traditional and digital marketing recruitment pathways
- 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:** \$18.50 per hour plus vacation pay and statutory holiday pay.

**Hours of work:** Up to 25 hours per week

**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 # 21-62-DNOR** in the subject line of the e-mail. This position is **OPEN UNTIL FILLED**, to [resumes@contactnorth.ca](mailto:resumes@contactnorth.ca)

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