

Contact North | Contact Nord has an immediate opening for a professional with extensive communication, relationship building, and customer service experience for the following position:

**Online Learning Recruitment Officer  
Full-Time, Bilingual  
Temiskaming  
Competition #20-28-HAIL**

**What We Do**

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

**Territory:**

**Temiskaming Territory including: Englehart, Haileybury, Kirkland Lake**

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

Reporting to the Director, Recruitment & Partnerships, the Online Learning Recruitment Officer has the following responsibilities:

- Recruit students for the online programs and courses offered by Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training
- Develop partnerships with community organizations and agencies for ongoing student referrals
- Fulfills services requests, internal communications, planning recruitment initiatives, presentations and review registration stats
- Allocate tasks to staff to cover the administrative functions of all online learning centres; including scheduling, follow-up with students, and delivery of high quality student service
- Engage with community, business and other organizations to set up referral partnerships to serve the needs of students in the communities within territory
- Hire, train and supervise up to 5 Student Recruitment & Services Representatives, (local staff working in each of the online learning centres in the territory)
- Provide service and support to students with a priority on underserved residents in small, rural, remote, Indigenous and Francophone communities
- Input and maintain all required information in the CRM database on a daily basis
- Manage all online learning centres within the assigned territory; including staffing, host relations and participation in any potential online learning centre moves
- Recommend solutions when escalating or referring issues to your supervisor, and meet all administrative requirements to ensure the effective and efficient functioning of the online learning centres

**What you need to be successful:**

- Secondary School Diploma required, post-secondary credential preferred
- Experience in student support, sales, achieving targets and/or creating community partnerships
- Experience working with community organizations

- Experience in supervising, assigning tasks, and scheduling staff
- Strong public presentation and communication skills both written and verbal
- Proficiency with MS Office, including Word, Excel, PowerPoint, and Outlook
- Must be fully bilingual in both French and English
- Must possess a valid driver's license and personal vehicle, which would allow for travel as needed (kilometre reimbursement included)

**Contact North | Contact Nord provides:**

- A dynamic and friendly work environment where employees have an opportunity to do meaningful work and grow by helping Ontarians get the education and training they need for future opportunities and grow professionally
- The opportunity to contribute to our mandate to help Ontarians get the education and training they need for future opportunities
- 35 hours per week. Hours are mainly daytime; however, flexibility to accommodate evenings and weekends is required.
- An attractive compensation package:
  - \$21.10 - \$23.05 per hour starting wage based on experience
  - Competitive full range of employee benefits package
  - Employer/Employee Group RRSP with matching contribution plan of 6% each
  - 15 days of accumulated paid vacation annually

**How to apply:**

- **This position is open until filled.**
- Submit to [resumes@contactnorth.ca](mailto:resumes@contactnorth.ca) with a cover letter and resume.
- Include at least two employment references.
- Quote Job Competition number **#20-28-HAIL** in the subject line of the e-mail.

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