

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 – Wawa**  
**Competition # 21-87-WAWA**

Reporting to the Education & Training Advisor, the Education & Training Representative position will be based at our Wawa 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 follow-ups with prospective students and students using our services, providing details on all services available and exploring the option of registering in a first or subsequent course
- Enter and update complete, 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 on the number of requests for services responded to for the territory
- Pro-actively identify and present a list of opportunities to generate registrations; this 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 our services, including the promotion of 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
- Submit 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, and immediately flag 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
- 1-3 years' experience in a sales position, such as retail, call centre, business sales.
- 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 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 the 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 hosts and other community stakeholders

**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 28 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 # 21-87-WAWA** in the subject line of the e-mail. This position is **OPEN UNTIL FILLED**, please send applications 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.*