

**We have an immediate opening for a professional with customer service experience for the following position:**

## **SCHEDULING OFFICER – BILINGUAL, Sudbury Operations Centre / Thunder Bay Operation Centre**

Reporting to the Director, Operations & Development, the Scheduling Officer has the following deliverables:

- Accurately and efficiently schedule user activity requests during regular and high-volume periods using Contact North | Contact Nord's technology platforms
- Advise the appropriate education partners, clients and staff of the confirmed activity dates, times and locations
- Maintain and update an online booking tool, which includes regular communication with education and training providers, clients and staff
- Manage scheduling conflicts and provide solutions
- Notify staff at online learning centres of new bookings and confirm staff coverage
- Provide training and orientation to education and training providers, clients and staff on the online booking tool software
- Maintain several databases and spreadsheets
- Provide online booking tool training sessions in English and French
- Comply with all applicable health and safety requirements

### **Qualifications:**

- Superior customer service and communication skills
- Intermediate/advanced Microsoft Office Suite skills
- Attention to detail for proofreading, data entry and checklists
- Ability to meet tight deadlines by prioritizing and adapting
- Energetic, self-starter with a capacity to thrive in a fast-paced, multi-tasking office environment
- Strict adherence to standardized policies and procedures
- Fully bilingual, with an equally high standard of verbal and written communication skills in both French and English
- Related post-secondary diploma or certificate (administrative assistant or office administration)
- 3 to 5 years' experience in an office setting
- Proof of full vaccination against COVID-19 is required

### **Compensation & benefits:**

- A dynamic and friendly work environment where employees have an opportunity to do meaningful work and grow
- Advancement opportunities across Ontario
- The opportunity to contribute to our mandate to help Ontarians get the education and training they need for future opportunities
- \$19.94 per hour starting wage
- Competitive full-range benefits package
- Employer/Employee Group RRSP with matching contribution plan of 6% each
- 15 days of accumulated paid vacation annually

### **Hours of work:**

- Full-time employment with 35 hours per week (hours are mainly daytime, but flexibility to accommodate sporadic evenings and weekends is required)

### **How to apply:**

This position is open until filled.

- Submit résumé and cover letter to [resumes@contactnorth.ca](mailto:resumes@contactnorth.ca)
- Include at least two employment references
- Quote job competition number **#21-113-TBOC** in the subject line of the e-mail

# Join Our Team!

### **WHO ARE WE?**

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.

### **READ MORE**

**CONTACT NORTH** Supporting Rural & Remote Ontario  
Soutenant l'Ontario rural et éloigné

We are an **equal opportunity employer.**

Upon request, accommodations due to a disability are available throughout the selection process.

### **LOCATION**

The position is based in Sudbury or Thunder Bay, Ontario.

