

STUDENT RECRUITMENT & SERVICES REPRESENTATIVE, Smooth Rock Falls (Bilingual)

Reporting to the Education & Training Advisor, the Student Recruitment & Services Representative position is based out of our Smooth Rock Falls online learning centre.

The successful candidate will:

- Actively support the Education & Training Advisor (ETA) to recruit students by responding to e-mail and telephone inquiries at the online learning centre, booking appointments for the ETA and supporting the ETA in other recruitment activities as needed.
- Directly recruit students in the community following the standard recruitment process and build local community partnerships to act as referral sources as requested by the ETA and within parameters set by the ETA.
- Prepare and maintain the online learning centre to support students using the centre.
- Provide technical support to students using the learning technologies and computer workstations at the online learning centre and accessing the web conferencing platform from home.
- Enter and update complete and accurate data in the customer relationship management (CRM) tool ensuring all required fields are populated on a daily and ongoing basis and record data on Requests for Services responded to at the online learning centre each Friday afternoon.
- Coordinate logistics and supervise examinations at the online learning centre in accordance with the Examination Policy and Procedures.
- Provide support and technical services to students studying from home.

Qualifications:

- 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.
- Proven bilingualism (written and oral) in areas designated under the French Language Services Act; proven bilingualism is an asset in areas not designated under the Act.
- Experience with, or a willingness, to learn to use a variety of learning technologies such as audio, video and web conferencing.
- 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.

Requirement: Must be fully bilingual (English/French).

Compensation & benefits:

\$16.00 per hour plus vacation pay and statutory holiday pay.

Hours of work:

Part-time, flexible hours, which may include evening and weekends 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 #21-91-SMOO** in the subject line of the e-mail. This position is **OPEN UNTIL FILLED**. Please send applications to resumes@contactnorth.ca.

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.

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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 Smooth Rock Falls, Ontario.

