



Participant Services Specialist Job Description

JOB SUMMARY:

Under the direction of the Program Coordinator, the Participant Service Specialist is the primary point of contact and source of information for all applicants and participants. The individual will conduct their job duties in line with the organizational mandate, to improve the employability of visible minority and newcomer women.

THE PARTICIPANT SERVICE SPECIALIST WILL ASSUME THE FOLLOWING DUTIES AND RESPONSIBILITIES:

The duties are subject to change based on community need.

- Greet people in-person and provide information about WEST programs and services and answer other general inquiries.
- Operate a multi-line telephone system to answer, screen, and forward telephone calls and take messages.
- Register clients and verify applications in accordance with established procedures.
- Schedule and confirm appointments, using manual/electronic system.
- Assemble data and prepare periodic reports (monthly, dynamic)
- Issue enrolment and attendance letters to authorized agencies at the request of the participants.
- Update the daily attendance and conduct regular follow-ups.
- Manage waitlists for WEST programs.
- Set up and maintain filing system; photocopy and collate documents for filing.
- Manage and update the inventory list for Ready for Work Program.
- Review files periodically to ensure they are complete and correctly filed.
- Send and receive messages and documents using fax machine or electronic mail.
- Provide assistance and assist other staff members in accomplishing various tasks.
- Other duties as assigned

Qualifications:

- Must have a community college diploma, or university degree in Business, or Public Administration, or experience in lieu of education
- Ability to communicate proficiently in a second language preferred
- Effective communication, organizational and time-management skills
- Must have strong typing and data management skills
- Must have good customer service skills and detail oriented
- Proficient in computer skills - MS Word, Excel, Outlook, PowerPoint and Internet
- Ability to work independently and a good team player.
- Flexible, dependable and hardworking, sensitive to needs facing the unemployed
- 1 to 3 years related experience in office area is required
- Demonstrated cultural competence and understanding to immigrants, women and under/unemployed individuals.



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***WEST Inc. reserves the right to hire during the posting period. We thank all candidates for their interest; however, only individuals selected for interviews will be contacted. Due to the large volume of applicants, we regret we cannot confirm that our office has received resumes.
(Accommodations available upon request)***