

KidsAbility empowers children and youth with special needs to realize their full potential.

2.0 FTE Contract Customer Service Representative

Starting: January 2, 2024 – January 2, 2025

Assigned Sites: Kitchener & Guelph

KidsAbility is an equal opportunity employer that is dedicated to over 60 years of proven community outreach and servicing of families across the Waterloo and Guelph Wellington Regions. With core values such as collaboration, respect, accountability, integrity, and inclusion, KidsAbility offers employees:

- Access to Employee Assistance Programs that include corporate discounts on travel, gift cards, and events
- Organizational transparency on missions, visions, and future development
- Social Events and opportunities to give back to your community
- A supportive and caring work environment with a strong focus on client service and supporting staff to meet our mission critical work

We are currently seeking two 1.0 FTE (37.5 hours per week) Contract Customer Service Representatives (CSRs) at our Kitchener and Guelph sites respectively. The CSR reports to the Manager, Client Relationships. As an integral member of the Client Support Services team, the CSR is responsible for superior customer service and general administrative support at a KidsAbility site. This position is generally the first point of contact for clients and stakeholders. They take immense pride in their high-profile role.

In this position you will be supporting the Client Relationships team with the provision of reception/console operation, greeting, and assisting clients and families, opening, and closing the office, and providing back-up Resource Centre customer service. The CSR provides clerical, administrative, and support services to the KidsAbility Site, and assists them in coordinating and providing services to children and their families.

QUALIFICATIONS

- Secondary School diploma (G12) or higher
- College diploma/Certificate in office administration is preferred
- Minimum 2 years of experience in an office setting
- Experience with a multi-line switchboard system
- Demonstrated advanced proficiency using Microsoft Word, Microsoft Excel, Microsoft, PowerPoint
- Experience with a Unified Communication (or equivalent) software application preferred
- Knowledge of general administrative and clerical procedures
- Excellent customer service orientation (putting the client first) combined with a cheerful and welcoming demeanor
- Discreet and sensitive; demonstrated understanding of a commitment to confidentiality
- Ability to 'think on your feet' in challenging situations, and remain calm under pressure
- Excellent keyboard and mouse skills (50 wpm)
- Excellent critical thinking skills with attention to detail with a high level of confidentiality
- Previous experience with a networked Voice Over IP environment, office administration and reception preferred, and experience in a healthcare or social services agency would be an asset
- Applicants must have the use of an automobile with public liability and property damage

We invite applications from those interested in this position to submit a letter of interest and resume by end of day **November 29, 2023** to:

Human Resources
recruitment@kidsability.ca

Equity, Diversity, and Inclusion are core values at KidsAbility. We are an organization that values, respects, and celebrates the diversity of all. We are committed to creating a more inclusive and barrier-free work environment for all staff. We encourage applications from visible minority groups, women, Indigenous peoples, and persons with disabilities. We also welcome applications from all people, without regard for religion, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, genetic information or any other ground protected by applicable law.

KidsAbility™ is committed to promoting accessible recruitment and strives to accommodate any applicant, including those with disabilities throughout all stages of the recruitment process. Please contact Human Resources via email recruitment@kidsability.ca for assistance.

Please note that all prospective KidsAbility employees are subject to mandatory immunization requirements, including the full and ongoing COVID-19 vaccination, as a condition of obtaining and maintaining employment. We will make accommodations as directed by the Ministry of Children, Community and Social Services and the Chief Medical Officer of Health.