



TEWATOHNHI'SAKTHA

# Employment Opportunity

## Client Support Clerk

Tewatohnhi'saktha is Kahnawà: ke's Economic Development Commission and we are now looking to hire a dynamic and qualified person to join our team.

**JOB SUMMARY:** The individual in this position will work directly with and support existing clients of the Employment and Training Division (E&T) providing advice and helping them identify and resolve issues that may compromise the outcome of their Vocational, Academic or Employability Measure. As well, the person will create and maintain statistics on client activities and will also undertake a variety of clerical activities in the office ranging from filing to client data management services for the E&T Division.

**KNOWLEDGE/SKILLS/ABILITIES:** (include but not limited to) Effective time management, file management and clerical skills. Self-motivated and good organizational skills. Ability to manage, prioritize and deliver small projects within deadlines. Good knowledge and capability using Microsoft Office programs, the Internet as well as a general aptitude for data base applications. Highly attentive to detail to ensure work is delivered to a high standard. Data management competency; statistics and reporting. Ability to compile and transcribe accurate notes of meetings. Ability to operate general office equipment. Ability to communicate effectively and confidently. Good English written communication skills. Good interpersonal skills. Ability to positively represent Tewatohnhi'saktha and provide professional customer services. Ability to work flexibly, proactively and cooperatively within a team. Willingness to learn the Kanien'keha language. Ability to converse in the Kanien'keha and French language is an asset.

**JOB RESPONSIBILITIES:** (include but not limited to) managing own day-to-day tasks; performing follow-up on the status of all existing clients; provides advice and assistance to clients as well as facilitates additional services and/or resources; provides monthly updates to Employment Counselors on their clients' progress; contacts job seekers and encourages their application to suitable employment opportunities; updates client files in the data management system; organizes and assembles statistics for reporting and tracking purposes by retrieving data from the data management system; responds to general telephone queries related to E&T client services and refers callers to appropriate E&T personnel; creates new client files, collects and adds documents to existing client files and ensures all files are organized and easily accessible in the central filing system; contacts schools and employers to verify client attendance records and adjusts client files in data management system accordingly; provides occasional backup support to Tewatohnhi'saktha's Reception/Secretary. (For a complete list of responsibilities and tasks please refer to the job description).

### Excellent benefits include:

- Challenging role
- Fun place to work
- Good pay
- Good work schedule with flexibility
- Paid wellness leave
- Vacation Pay
- Organized staff activities

**Duration:** Indeterminate Term (6-month probationary period)

**Salary:** \$39,901.00 per year (\$767.33 per 37.5-hour week)

**Work schedule:** A normal work week is 37.5 hours; usually Monday to Friday from 8:30 a.m. to 4:00 p.m.

### Application

**Deadline:** 4:00 pm on Monday, May 28, 2018

**Education and Experience Requirements:** Diploma of College Studies (DEC) in Social Science plus one (1) year relevant experience. Candidates may also be considered with: Post-Secondary Vocational Diploma in Secretarial Sciences, plus three (3) year relevant experience.

## Apply Today!

To apply for this position, please provide a complete Application Package which includes:

1. A completed Application Form (available at Tewatohnhi'saktha)
2. An up-to-date Résumé and Letter of Intent
3. A completed Privacy Waiver (available at Tewatohnhi'saktha - bring one photo I.D. to be copied and attached to the waiver)
4. The telephone contact information for two recent professional references

Application documents can be dropped off at Tewatohnhi'saktha addressed to Nancy Stacey, Director of Human Resources or emailed to [nancy.stacey@kedc.biz](mailto:nancy.stacey@kedc.biz). For any inquiries regarding this position, please contact Angie Marquis at (450) 638-4280.

A copy of the job description is available on our website at [www.tewa.ca/jobs](http://www.tewa.ca/jobs)



## **JOB DESCRIPTION**

<b><u>POSITION:</u></b>	Client Support Clerk
<b><u>IMMEDIATE SUPERVISOR (1):</u></b>	Senior Employment and Training Counselor
<b><u>IMMEDIATE SUPERVISOR (2):</u></b>	Director of Employment & Training
<b><u>DATE:</u></b>	Amended May 11, 2018

### **GENERAL ACCOUNTABILITY:**

Working under the direction of the Senior Employment and Training Counselor, the Client Support Clerk (CSC) will work directly with clients of the Employment and Training Division (E&T) to track their progress and to provide support. In addition, the CSC will assist the personnel and operations of E&T, aimed at ensuring that professional administrative support is provided. This responsibility includes:

1. Working with and supporting existing E&T clients by providing advice and helping identify and resolve problems that may compromise the outcome of their measure (academic, vocational or employability).
2. Creating and maintaining statistics on E&T client activities to support effective program delivery.
3. Providing client focused administrative support and client data management services to the E&T division.

### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

Diploma of College Studies (**DEC**) in Social Science plus one (1) year relevant experience.  
Candidates may also be considered with: Post-Secondary Vocational Diploma in Secretarial Sciences, plus three (3) year relevant experience.

### **KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:**

- Effective time management, file management and clerical skills;
- Self-motivated and good organizational skills;
- Ability to manage, prioritize and deliver small projects within deadlines;
- Good knowledge and capability using Microsoft Office programs (Word, Excel, Outlook), the internet and the ability to create electronic documents. As well as a general aptitude for data base applications;
- Highly attentive to detail to ensure work is delivered to a high standard;
- Data management competency; statistics and reporting;
- Ability to compile and transcribe accurate notes of meeting;
- Ability to operate general office equipment such as a telephone, photocopier, fax machine, postage machine, etc.;

- Ability to communicate effectively and confidently;
- Good written communication skills in English including proper grammar, syntax, punctuation, and style;
- Good interpersonal skills;
- Ability to positively represent Tewaohnni'saktha and provide professional customer services;
- Ability to work flexibly, proactively and cooperatively within a team;
- Willingness to learn and commitment to personal development and training including a willingness to learn the Kanien'keha language;
- Ability to converse in the Kanien'keha and French languages is an asset.

**MAJOR RESPONSIBILITIES (see key performance indicators in Employee Performance Appraisal form):**

**1. Working with and supporting existing E&T clients by providing advice and helping identify and resolve problems that may compromise the outcome of their measure (academic, vocational or employability).**

- Manages own day-to-day tasks.
- Quarterly, performs systematic follow up on the status of all E&T clients on Academic, Vocational and Employability Measures by visiting schools and/or organizations and businesses to conduct formal and informal interviews with the client and/or the partner directly involved with the client to determine progress.
- As required, facilitates additional services and/or resources to clients and partners by developing means of making the process easier for clients to complete measures.
- Throughout the client measures, collaborates with teachers, authorities and others at academic and vocational training institutions and/or employers as required.
- Helps clients and/or partners to resolve minor obstacles that may affect successful completion of the clients' measures and helps them find potential solutions. For serious obstacles, refers the matter to the client's Employment and Training Counselor within 24 hours of becoming aware of the matter.
- Assists clients throughout their measures by offering regular support and motivation as required.
- Monthly, meets with Employment and Training Counselors to advise on clients' progress and to share any important information; including any minor problems clients encountered and potential solutions, and/or when appropriate, discusses option of potential client referral to another agency/organization (Ex: SDU, KSCS) for professional services that can help the client address specific problems.
- Monthly, monitors client activities and attendance in their measure(s) through periodic visits and/or by other means, such as telephone calls and client-based questionnaires. Follows up with clients when necessary and informs their Employment and Training Counselor of any problems within 3 business days. Inputs necessary deductions with supporting notes in client projects.
- Conducts follow-up with clients at least 30 days prior to the end of Vocational, Academic and Employability Measures to assist them with the updating and implementation of their action plans.
- Will be responsible to monitor and maintain the graduation incentive award file for students who have successfully completed their vocational training.
- Assists the Senior Employment and Training Counselor with the preparation of reports.

- Contacts job seekers and encourages their application to suitable job vacancies identified as relevant to their profile and skills.
- In conjunction with the Employment and Training Counselors, identifies job seekers for employability measures.
- Meets with clients and employers (where Employability Measure is involved) to discuss client problems that may arise and to assist in identifying solutions that involve minor issues. For serious issues, refers the matter to the client's Employment and Training Counselor within 24 hours of becoming aware of the matter.
- Identifies and recommends other resources available for specific needs within 72 hours of point of contact.
- Other related duties and responsibilities within the position's salary grade.

**2. To create and maintain statistics on E&T client activities to support effective program delivery.**

- Within 5 days after a follow up meeting with a client, updates the client's status in the ALMASS Data System (ALMASS). Adds all relevant information to the client's file to keep it accurate and up-to-date; including follow up reports.
- Monthly, conducts follow up on status of clients on the ART-to-do lists and accurately updates information in ALMASS.
- Quarterly, organizes and assembles accurate Key Success Measure (KSM) and Accountability Results Tracking System (ARTS) data for reporting and tracking purposes in collaboration with the E&T team and retrieving data from ALMASS; as per the standards specified in the KSM/ARTS Manual.
- Creates and maintains an up-to-date and accurate Job Seeker List and reviews with Employment and Training Counselors monthly.
- Semi-annually, contacts each client on the Job Seeker List and updates status and other relevant information on the List as well as in ALMASS accordingly. Updates Employment and Training Counselors of any changes to clients' status.
- As directed, selects and extracts key statistics from all E&T sources of data and displays it in the form of an E&T dashboard that is updated quarterly.
- As required and as directed, will produce other special statistical reports within the required timeframes.

**3. To provide client focused administrative support and client data management services to the E&T division.**

- Daily, answers telephone queries related to E&T client services and redirects calls to the appropriate E&T personnel within 24 hours.
- As requested, prepares responses and correspondence to routine inquiries and prepares contracts using the appropriate document formats within the established timeframes, usually 48 hours.
- Weekly, gathers documents from E&T personnel to be filed in client files and returns all files to the appropriate location within the central filing system within 24 hours of receiving the material.
- Maintains an efficient and up-to-date filing system according to standard filing guidelines and filing index for E&T programs and clientele.
- As required, creates new files within 24 hours of new client intake and distributes to Employment & Training Counselors.

- Updates electronic files in the ALMASS Data System (clientele, employers, service providers and training projects) on a weekly basis.
- Daily and as directed, relieves E&T team of as much routine work as possible (photocopying, faxing, binding and laminating documents, etc.).
- Monthly, contacts schools attended by clients and verifies client attendance records. As required, adjusts client's attendance recorded in ALMASS before producing cheque requisitions for monthly client allowances and before submitting them to the Employment and Training Counselors for their verification and approval.
- Monthly, maintains and updates a tracking report for clients who abandon measures.
- Quarterly, updates the electronic and hard copy of the Client Support Clerk Procedural Manual and provides an electronic copy to the immediate supervisor.
- Annually and as directed, gathers information for pre-audit and annual audit.
- Provides back-up support to the Reception/Secretary. This includes:
  - ✓ According to rotation schedule, replaces the Receptionist/Secretary for her breaks.
  - ✓ Answers telephone calls, screens and directs calls to the appropriate person, including recording messages and/or transferring messages to appropriate voicemail boxes.
  - ✓ Screens and directs visitors.
  - ✓ Tracks and records in reception log book employee appointments, meetings and absences.
  - ✓ As required, provides general clerical duties (photocopying, faxing, postage, etc.).
  - ✓ When it is not possible to secure a temp to work, occasionally may be required to provide back-up support to Receptionist/Secretary during peak periods, vacations and other absences from the office.
- Engages in E&T staff meetings and training events.
- Attends and contributes to the Annual Strategic and Operational Planning and Review sessions for the Employment and Training Division.

### **CONTACTS:**

**The public and clients:** To give and obtain information with little explanation.

**Management of outside organizations and businesses:** To give and obtain information which must be explained and understood as well as to liaise, establish and maintain good working relationships.

### **VISION, MISSION AND CORE VALUES (see descriptions in Employee Performance Appraisal form):**

The Monitoring and Support Clerk responsible for modelling and promoting Tawatohnhi'saktha's vision, mission and core values; including E&T's mandate.

### **SUPERVISION:**

N/A

### **WORKING CONDITIONS:**

Office environment. A normal work week is five days; usually Monday to Friday from 8:30 a.m. to 4:00 p.m. Some overtime required to meet deadlines and/or to complete projects. Some stress associated with the handling of workload and completing assignments. Considerable amount of time is spent doing and verifying data entry. Some travel required for visitation at schools, organizations and businesses for clients on measures.

**THINKING CHALLENGE:**

**Patterned:** Similar situations requiring solution by discriminating choice between things learned. Jobs may be confronted with multiple choice situations but through prior exposure or experience the job holder will have learned which choice is most appropriate to the situation. Once selected, the solution does not need to be adapted to the problem.

**THINKING ENVIRONMENT:**

**Routine:** The 'what to do' and 'how to do' are defined but with less detailed instruction so that there is a small amount of room for interpretation and the job holder can consider variations in the sequence of procedures based on other situations encountered in the work setting.

**DECISION AUTHORITY:**

1. Determines client inquiries requiring the attention of the E&T personnel.
2. Determines work priorities.
3. Determines best practices to ensure that quality administrative and clerical support is delivered to all E&T personnel.
4. Determines the accuracy and completeness of payment requisitions prior to submitting to E&T personnel.
5. Determines the accuracy and completeness of the Key Success Measure (KSM) and Accountability Results Tracking System (ARTS) data for reporting and tracking purposes.
6. Decides most efficient and effective filing procedures for E&T client files.
7. Determines responses to various requests for information on behalf of the E&T personnel.