

Position Title: Intake Worker

Department: WIST Department (Women in Skilled Trades)

Location: Windsor, Ontario

Reports To: Program Coordinator

Employment Status: Full-Time

Schedule: Monday to Friday, 35 Hours per week. Flexibility may be required based on program needs.

Job Summary

Under the direction of the Program Coordinator, the Intake Worker serves as the primary point of contact for applicants and program participants. This role is responsible for providing accurate information, conducting intake, ensuring appropriate service coordination, and facilitating access to employment-related services. All duties are carried out in alignment with the organization's mandate to improve the employability of visible minority and newcomer women through culturally responsive and client-centered service delivery.

Key Responsibilities

Duties may evolve in response to program and community needs.

- Conduct client consultations and complete intake and registration procedures to determine eligibility for skilled trades program pathways.
- Greet clients and respond to general inquiries, providing accurate information about WEST programs and services.
- Deliver program orientations outlining skilled trades pathways, program expectations, and next steps.
- Refer clients to appropriate internal and external services based on assessed needs.
- Facilitate client access to services, including appointment scheduling, interpretation support, completion of applications and forms, and written correspondence.
- Provide information and guidance related to the Canadian labour market, skilled trades pathways, mentorship opportunities, job search strategies, and networking.
- Deliver services in a supportive, respectful, and culturally sensitive manner.
- Schedule, confirm, and manage appointments, orientations, and interviews using manual and electronic systems; maintain and manage program waitlists.
- Maintain accurate client records, files, attendance logs, trackers, and databases in accordance with program requirements.
- Conduct regular client follow-ups to support engagement, participation, and attendance.
- Prepare, assemble, and maintain reports and data summaries (e.g., monthly, dynamic, attendance, and program deliverables).

- Establish, review, and maintain organized filing systems; photocopy, scan, collate, and archive documents.
- Operate a multi-line telephone system; answer, screen, forward calls, and record messages.
- Send and receive documents and correspondence via electronic mail and other office systems.
- Assist with the creation and maintenance of program materials, binders, flyers, and visually engaging promotional content.
- Support department events and initiatives, including job fairs, orientations, workshops, and community activities.
- Assist with outreach activities, including attending networking events, engaging new community partners and employers, participating in committees, and promoting programs and services.
- Provide administrative and operational support to program coordinators and team members as needed.
- Perform other duties as assigned.

Required Qualifications

- Community college diploma or university degree in Business, Public Administration, or a related field; or an equivalent combination of education and experience.
- One (1) to three (3) years of related administrative, intake, or office experience.
- Strong verbal and written communication skills.
- Excellent organizational, time-management, and data management skills.
- Strong customer service orientation with attention to detail.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint, Teams) and internet-based systems.
- Ability to work independently while contributing effectively as a member of a team.
- Flexible, dependable, and sensitive to the needs of unemployed and underemployed individuals.

Preferred / Additional Qualifications

- Two (2) to three (3) years of experience working with diverse populations, including newcomers, immigrants, and refugees.
- Demonstrated knowledge of confidentiality requirements and privacy legislation.
- Ability to communicate proficiently in a second language is an asset.
- Proven ability to multitask and adapt in a fast-paced, changing environment.
- Demonstrated ability to maintain a supportive, collaborative, and respectful workplace.

- Strong knowledge of skilled trades, including apprenticeship pathways, training requirements, and labour market trends is an asset.

How to Apply

- Submit your cover letter and resume to careers@westofwindsor.com or alejandrov@westofwindsor.com. WEST of Windsor Inc. values diversity and encourages all qualified individuals to apply!
- Only Candidates selected for an interview will be contacted.
- Number of openings: 1
- Wage: \$21-\$23 an hour