



## **Participant Services Specialist - Employment Services (ES)**

### **Job Description**

Under the direction of the Program Coordinator, the *Participant Services Specialist* performs the following duties; communicating efficiently and effectively with internal and external customers. She is responsible for clerical and data entry support for Employment Services (ES), Employment Ontario Information System (EIOS) database management. She assists the Director and Coordinator of Employment Services in the collection and tabulation of data for the purposes of month end reporting and other activities related to determining WESTs Overall Service Quality success.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

- Greet people and provide information about WEST programs and services answers other general inquiries and refers appropriately while following standard procedures for receiving and directing calls and handling walk-in clients
- Administrative duties including photocopying, faxing, filing documents and providing assistance to WEST staff as required
- Booking appointments for ES staff and clients using Microsoft Outlook
- 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.
- Assemble data and prepare periodic and QSAR reports (monthly, dynamic)
- Issue enrolment and attendance letters to authorized agencies at the written request of the participants
- Enters and ensures accuracy of data entered into both RI and EOIS databases on daily basis
- Update the daily attendance and do regular follow-ups.
- Manage waitlists for all WEST programs.
- Send and receive messages and documents using fax machine or electronic mail.
- Provide assistance in special program and events
- Organizing and maintaining databases; record necessary statistics; drafting and formatting outgoing correspondence and memos
- Maintains a working relationship with WEST's Departments
- Manage client files and prepare reports periodically; compile, verify, record and process applications and other forms and documents in accordance with established procedures, organize, label and prepare files for appointments, prepare reports for WEST management periodically and update and maintain client list in computer for record searching and reporting
- Collects, summarizes and reports customer satisfaction surveys for ES program activities
- Booking boardrooms for workshops, meetings, etc., ensuring all required equipment is available
- Ordering office supplies, and maintaining Purchase Orders - Maintain office equipment (ex. change printer cartridges/toner, call service people, etc.)
- Other duties
- as assigned



Women's Enterprise Skills Training of Windsor Inc.  
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## QUALIFICATIONS

- a) Must have a community college diploma or university degree in administration or a minimum of 2 years' reception/administrative experience in lieu of education
- b) Experience working with people from various cultural, ethnic and socio-economic backgrounds
- c) Excellent time management skills with the ability to multi-task in a fast paced environment
- d) Excellent oral and written communication skills including an excellent telephone manner.
- e) Intermediate proficiency in MS Office programs (including Word, Excel, and PowerPoint)
- f) Experience with database management
- g) Flexibility regarding assigned work hours and location
- h) Effective communication, organizational and customer service skills
- i) Familiar with Privacy laws
- j) SECOND Language an asset

**This is an immediate opening, term certain through March 31, 2021.**

**Apply in writing with a cover letter and resume to**  
[erlyn@westofwindsor.com](mailto:erlyn@westofwindsor.com)

Deadline is on **July 17, 2020.**

***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)**