



Participant Services Specialist

JOB SUMMARY:

Under the direction of the Executive Director, Participant Services Specialist is the primary point of contact and source of information for all applicants and participants.

Responsibilities: *(include but not limited to)*

- 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 do regular follow-ups.
- Manage waitlists for all 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
- Effective communication, organizational and time-management skills
- Must have strong typing and data management skills
- Must have good customer service skills and detail oriented
- Be proficient in computer skills - **MS Word***, **Excel***, **Outlook***, PowerPoint and Internet
- Ability to work independently and as a part of a team
- Flexible, dependable and hardworking, sensitive to needs facing the unemployed
- 1 to 3 years related experience in office area is required
- Second Language is advantage
- ***Essential skills**