

**External Job Posting:**

**FRONT DESK CUSTOMER SERVICE REPRESENTATIVE**

Carizon is a source of hope for our community. When children, youth, adults, couples or families face life's challenges, Carizon programs and services provide the care and compassion to help them when life gets tough.

Here at Carizon we have passion for the work we do and are committed to be an awesome place to work!

We are collaborators, we are family focused and we are enthusiastic about providing excellent internal and external customer service. We're on a journey to continue building our culture and empowering our people. At Carizon its more than just a workplace, we are a community. One that values spending time together from team building activities, agency BBQs to yoga, we recognize our people are our greatest asset. We also encourage employees to schedule self care in their daily routine, self care is vital when we spend our days taking care of others.

Carizon is recruiting for a permanent full time Front Desk Customer Service Representative (Front Desk CSR). This position is based at our head office location and will be the first point of contact for everyone who comes into the agency. Along with welcoming and connecting with clients, visitors, partners and employees, duties will include; opening and closing the office, handling confidential material and providing administrative support to the counselling team. Hours of work include days, evenings, and periodic Saturday's; therefore, the successful candidate must have flexibility and availability to work a variety of shifts.

Other great things about working at Carizon:

- The amazing people we work with, through thick and thin working together to make our community stronger.
- Our values are not just a plaque on the wall we live and breath them every day. 1. Be your whole self, 2. Be a proud Carizon ambassador, and 3. Be relentless in your pursuit for a better tomorrow
- Competitive Total Rewards Package includes 3 weeks of vacation to start, Company paid Health and Dental benefits (80%), Enrollment in company Registered Retirement Savings Plan

**RESPONSIBILITIES:**

- Welcome clients and visitors to the agency and live the value of being a "Proud Carizon Ambassador." Contact appropriate staff to meet their clients/guests in the lobby.
- Provide excellent customer service to calls and in-person queries by appropriately answering questions and/or forwarding to Intake or other staff as necessary
- With a service focus follow established procedures if an individual is showing signs of distress in-person or over the phone
- You will work within a team structure to provide quality client care
- Model the organizations values (1. Be your whole self, 2. Be a proud Carizon ambassador, and 3. Be relentless in your pursuit for a better tomorrow) by participating in such things as fundraising activities, job fairs or other organizational initiatives.
- Complete daily office functions, including collect fees from clients, issue receipts, and record transactions, mail distribution, scheduling, cancelling and rebooking appointments, processing invoices, processing bankruptcy paperwork, entering attendance records and survey data, and monitoring the signing in and out of various resources
- Perform several daily administrative tasks which include; audit of the Penelope system to ensure financials' balance; trouble shoot / problem solve to identify variances and implement corrective action; handle the billing and acquisition of outstanding client balances; process request's for information.
- Maintain a positive can-do attitude. Listen, document, and help resolve customer inquiries / concerns.



- Collaborate with your peers and leaders to identify and quickly resolve issues, recommend new approaches to strive for best practices.
- Customer focused - should be very attentive when dealing with each customer; and be able to sort for useful details in every inquiry/complaint that is being made by the customer, to enable effective problem solving and ultimately, customer satisfaction
- Support Walk-in Counselling, including receiving clients, walk-in quarterly statistics, and weekly review of walk-in reports
- Maintain a sign-in procedure to issue and retrieve visitor badges for building safety
- Provide key fobs to authorized personnel
- Follow procedures when building alarms are triggered (fire alarm, emergency exits, washroom alarms, 911 calls, and panic buttons) including assessing the level of risk and contacting the appropriate authorities
- Order business supplies for the office
- Carry out opening procedures for the agency, including unlocking the doors, disengaging the alarm, turning on equipment, running daily reports, preparing paperwork, and monitoring the general voicemail and e-mail inboxes
- Carry out closing procedures for the agency, including balancing payments, securing the cash drawer, conduct a walk-through of the building, and ensure the doors are locked
- Maintain logs for the distribution of bus tickets, orders for taxis, orders for courier mail, requests for brochures, requests for participation in speaking engagements, and requests for informational updates on resource lists and websites
- Provide assistance in booking rooms for staff, clinical groups, and members of the Family Violence Project
- Enter and maintain staff schedules in AIM and assist with room assignments
- Support the work of Carizon staff and members of the Family Violence Project as instructed by the direct supervisor or designate
- Maintain First Aid kit
- Manage mail and courier
- To always perform work safely and in compliance with the Occupational Health and Safety Act (OHSA)

#### EDUCATION/KNOWLEDGE/EXPERIENCE:

- College Diploma or combination of education and experience
- Strong customer service experience
- 1-3 years of experience in dealing with clients, preferably in the NFP sector, preferably with vulnerable populations
- Knowledge, skills, and experience in general office practices
- Computer proficiency in Microsoft Office Word, Excel, Outlook and PowerPoint

#### HOW TO APPLY:

Interested applicants are invited to submit their resume and cover letter (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: [hr@carizon.ca](mailto:hr@carizon.ca), quoting the competition number in the cover letter and email subject line. We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).

\*Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources ([hr@carizon.ca](mailto:hr@carizon.ca)). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.

SALARY: \$17.32-\$21.13

LOCATION: 400 Queen St. S., Kitchener

EMPLOYEE GROUP: Non-Union

STATUS: Full-time, Permanent

HOURS OF WORK: 35 hours per week



SCHEDULE: Monday-Saturday

COMPETITION NUMBER: 08-20 (NUC-08)

POSTING PERIOD: February 18-February 25, 2020

START DATE: TBD