

Program Assistant, Client Support

Job Title:	Program Assistant, Client Support
Salary Range:	\$40, 000 to \$45, 000 Annually
Position Type:	1-year term position, full time (35 hrs/week)
Reports to:	Energy Programs Director

Summary

EnviroCentre is an Ottawa-based, non-profit organization which helps individuals, families and organizations reduce their impact on the environment. We have an immediate opening for a client support specialist to provide a high level of customer service to EnviroCentre clients at all times while striving to achieve business targets through superior communications skills.

Overview of the Position

The Program Assistant, Client Support assists with tasks ranging from administration, data collection and entry, research, and supporting program delivery. Integrity, vision, professionalism and passion are key components of this position.

Job Duties

- Provides client support services for EnviroCentre Programs including system navigation support
- Responds and fields all incoming inquiries across a variety of programs (email and phone)
- Assesses clients and applicants for program eligibility while maintaining customer databases
- Ensures program documentation is in place for all clients
- Assists with administrative tasks related to a variety of programs including file management
- Assists with program reporting requirements
- Compiles and enters data related to a variety of programs
- Assists the Communications Team with a variety of tasks
- Provides assistance to the Operations Manager
- Participates in internal EnviroCentre committees and activities which support broader organizational objectives
- Works in accordance with applicable health and safety legislation, policies and procedures
- Other duties as required

Job Requirements

- 2 – 5 years' experience in Customer Service required
- Post-secondary education in a related field OR equivalent professional experience
- Strong verbal and written communication skills
- Excellent time management skills
- Experience with Microsoft Office and Teams is mandatory
- A general understanding of sustainability and environmental issues
- Residential construction and retrofits knowledge is a strong asset
- Experience with CRM and Database Management is a strong asset
- Bilingual (French/English) required

Competencies

- Problem solving
- Customer service focus
- Attention to detail
- Sound judgment
- Works well under high pressure
- Ability to work independently and be self-directed and motivated
- Strong verbal, written and interpersonal communication skills
- Team player

Working Conditions

- Manual dexterity required to use telephone, desktop computer and peripherals
- Interacts with employees, management and the public at large
- Sitting for long periods of time
- Extended use of a computer
- Working from Home

EnviroCentre is a virtual workplace and will provide all necessary technology and IT support to employees who work from home.

EnviroCentre is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, provincial, or municipal laws.

EnviroCentre is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity, please advise us in a timely fashion of any accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

To Apply

Please submit your CV and a cover letter with your salary expectations to info@envirocentre.ca.

Closing date: **Friday, March 5**

Anticipated start date: Immediately

Important: Please ensure your CV file (PDF) includes your first and last name and the reference number (Reference# EC202101)
Example: Jane_Doe_ EC202101.

Please also put the Reference# EC202101 in the subject line of your email.

We thank all applicants for their interest, however only candidates selected for an interview will be contacted.