

# Contact North | Contact Nord

Ontario's Distance Education & Training Network  
Le réseau ontarien d'éducation et de formation à distance

Contact North | Contact Nord is Ontario's Distance Education & Training Network. Through 112 online learning centres, we help Ontarians in 600 small, rural, remote, Indigenous and Francophone communities access education and training opportunities from Ontario's 24 public colleges, 22 public universities and 250 literacy & basic skills and training providers without having to leave their community. We provide services in English and French. For more information, visit [www.contactnorth.ca](http://www.contactnorth.ca).

Contact North | Contact Nord is seeking a positive, energetic and organized individual to fill the following part-time/casual position:

## **STUDENT SERVICES REPRESENTATIVE (Bilingual) – Iroquois Falls Competition #16-63-IROQ**

Reporting to the Online Learning Recruitment Officer, working out of our Cochrane online learning centre, the successful candidate will:

- Open, close, secure, prepare and maintain the online learning centre to support students using the centre;
- Set up conferencing equipment;
- Respond to e-mail and telephone inquiries from students and prospective students and schedule appointments with the supervisor of the area;
- Provide technical support to students using the learning technologies and computer workstations at the online learning centre and accessing the web conferencing platform from home;
- Schedule and supervise examinations at the online learning centre as required;
- Enter data in the customer relationship management (CRM) tool on a daily basis and update information in the CRM on an ongoing basis (data entry);
- Offer encouragement and support to students as they pursue their programs and courses and maintain the lines of communication between students and the online learning centre; and
- Work with the Online Learning Recruitment Officer to recruit students and provide support services to students using the online learning centre and students pursuing their studies from home.

### **Qualifications:**

- A Secondary School Diploma with preference given to those with a post-secondary credential in a related field such as office administration, business administration, executive assistant.
- 1-3 years customer service experience in fields such as retail, call centre, banks/insurance companies.
- Experience with, or a willingness to learn to use, a variety of learning technologies such as audio, video and web conferencing.
- Ability to take full responsibility for key assigned areas of student services process while working with minimal supervision.
- Highly developed verbal and written communication skills.
- Previous data entry experience.
- Experience with or knowledge of online learning.
- Sound functional knowledge of MS Office Suite (Word, PowerPoint, Excel and Outlook).
- Proven ability to exercise sound judgement and diplomacy through contact with students, faculty/instructors, local host and other community stakeholders.

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**Requirements:** Must be fully bilingual (English/French) and the successful applicant must be willing to provide a current Criminal Record Check (including the vulnerable sector screen).

**Compensation:** \$12.15 including vacation and statutory holiday pay.

**Hours:** Part-time, flexible hours, which may include evening and weekends based on the online learning centre's requirements.

**Start Date:** As soon as possible.

Interested individuals are invited to submit a **cover letter** and **electronic résumé**, complete with **two to three employment references**, quoting **Job Competition #16-63-IROQ** in the subject line of the e-mail, to [resumes@contactnorth.ca](mailto:resumes@contactnorth.ca).

*We are an **equal opportunity** employer. Upon request, accommodations due to a disability are available throughout the selection process.*