



Job Profile

JOB TITLE:	Resources & Information Administrative Support
DEPARTMENT:	NCDS
JOB REPORTS TO:	Executive Director NCDS
DATE PREPARED:	March 2025

OVERVIEW

The Resource & Information Administrative Support plays a key role in assisting job seekers, employers, and staff by organizing resources, coordinating services, maintaining records, and supporting day-to-day operations of the Resource Centre.

MAJOR RESPONSIBILITIES

Resource Centre Service and Support

- Reviews and processes client referrals from various sources, ensuring compliance with engagement standards and booking protocols.
- Delivers an exceptional client experience from the first interaction, fostering a welcoming environment where clients feel valued and eager to participate in the services.
- Provides exceptional customer service to clients at front-desk reception, including greeting walk-in and scheduled clients upon their arrival and providing full assistance with the registration and check-in process.
- Manages online appointment calendars, scheduling an adequate number of client intakes each day.
- Facilitates initial eligibility screening (Service Level Determination) for clients and prepares proper documentation. Completes instant intakes when necessary
- Receives incoming calls, provides program information to callers, and redirects calls to appropriate extensions.
- Provides clients with general program resources and relevant information and support, such as assistance with creating new email accounts for job search purposes, navigating online web forms, and other support services.
- Assists in scheduling new clients for assessments and workshops.
- Maintains and updates resource materials, job search tools, and informational brochures for clients.
- Organizes and manages job boards, employment opportunities, and training resources for individuals seeking employment.
- Ensure the availability of computers, printers, and other equipment needed by clients to conduct job searches and applications.
- Assists with data entry and tracking client participation in workshops, interviews, and other services.
- Assists in preparing reports and tracking metrics related to employment programs and client outcomes.
- Assists in organizing and coordinating Public Relation events, workshops, job fairs, and networking events for job seekers.
- Supports Job Coaches with client needs including resumes, job applications and follow ups
- Creates promotions for clients and overall “great experience” for clients
- Performs other relevant duties as needed.

Finance

- Communicates with finance coordinator on the budget needs
- Manages the RI budget with support from the finance coordinator

Other

- Complies with the organization's vision, fundamentals, policies and procedures
- Actively participates in creation and implementation of strategic plans to achieve agency targets/goals
- Performs other tasks as assigned

SKILLS

- High School completion and a minimum 3-5 year's related customer service and/or office/administration experience (or equivalent combination of education and experience)
- Experience in creating and executing successful e-mail, internet, print and direct marketing programs
- Knowledge of customer service and the local labour market
- Knowledge of MS Office (Word, Excel, PowerPoint, Publisher and Outlook), Internet, Webpage management, and WINWAY resume program
- Excellent customer service skills and organizational skills
- Ability to create resumes and cover letters, instruct clients in workshops and assist in filling out various application forms
- Valid driver's licence and access to a vehicle
- Good communication skills to deal effectively with all levels of staff within the organization
- Versatility to adapt to a variety of situations within the Resource Centre
- Operate computer, related software and a telephone (90% of the time), as well as a fax, photocopier, calculator, hand tools and printer
- Ability to analyze clients' needs, and provide fast response and effective/satisfying results and/or referrals
- Multi-tasking skills in various situations (i.e. multiple clients require services)
- Adhere to funder guidelines and confidentiality policies of NCDS Corporation
- Information search skills and referral skills
- Works well in a team environment and has a positive and friendly manner

EFFORT

- Concentration, attentiveness, intuition and creativity required daily using sight, hearing, smell and touch to create reports/documents, operate a computer, respond to clients, answer telephones, fix office equipment, counselling people on personal hygiene/appearance, attend meetings, read/edit/proofread, listen to staff, etc.
- Provides customer-oriented and efficient services and on-going updates for employment/schooling information
- Sits at a desk for long periods of time as well as walks, stands and lifts to perform the job duties

WORKING CONDITIONS

- Works in a pleasant open-office environment (100% of the time)
- Exposure to abusive or irate clients, deadlines, cold/hot environments, multiple demands, noise, distractions/interruptions, poor ventilation and lack of privacy
- Some exposure to hazards such as cuts, muscle strain from lifting and sharp instruments or tools (i.e. scissors and knives)