

Employment Centre Assistant
1 – Permanent Position
Business Development & Community Services
CUPE Local 4400 Funded Unit C – Grade G (12 Month)
\$25.98 - \$30.51 per hour

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

Reporting to a designated Community Services Supervisor, the Employment Centre Assistant is responsible for providing support to clients of the Employment Resource Centre.

The Employment Centre Assistant is responsible for:

- *Conducting follow-ups to confirm client employment status as per funder requirement;*
- *Providing client assistance and technical support;*
- *Performing customer service and reception duties; and*
- *Maintaining resource materials.*

Summary of Duties:

- Greet and assist clients, answer questions and determine assistance required in tactful, discreet and professional manner;
- Orient and provide assistance to clients to the services available in the Centre in accordance with the Centre's service standards;
- Assist clients with using equipment in the Centre such as computers, photocopiers, audio-visual aids; demonstrate Internet job search and Winway, or other automated job search supports; assign clients to a computer and monitor their progress;
- Assist clients with resources and information related to job search;
- Contact clients to verify their current employment status at assigned follow-up checkpoints including collecting supporting information to confirm employment status and upload to funder case management system in a timely manner;
- Source and monitor job postings on Internet sites and assist with posting job advertisements to Community Services Job Board and website;
- Assist with the creation of flyers, reminder phone calls to registrants, etc., as required;
- Maintain and update library, print and web resources, directories and links, supplies, information binders;
- Produce, prepare and circulate information as directed by management or funder on behalf of program;
- Monitor equipment for appropriate use and provide basic technical support on equipment;
- Assist with researching and identifying external contacts (e.g., community partners and programs) to assist clients; and
- Other related duties as assigned.

Qualifications:

- Secondary school diploma including computer courses with one year related experience or an equivalent combination of education and experience;
- Proficient computer skills which include the use of Internet, word processing, case management system, and database management applications;

- Experience with basic trouble shooting of equipment (e.g., printing and photocopier operations);
- Ability to maintain confidential client information;
- Ability to take initiative in solving problems;
- Good organizational skills and ability to prioritize workload;
- Strong interpersonal skills; and
- Ability to communicate effectively with a customer service focus.

Location: 4585 Highway 7 (Wheelchair Accessible) (Hybrid Eligible)

Hours: 35 Hours per week to be scheduled based on operational requirements.

Work Year: 12 Months

Note: This is an externally funded program, dependent on renewal of funding each year, subject to cancellation by funder with two weeks' notice. Program presently has funding to March 31, 2025 with the possibility of an extension.

Paid Holiday & Vacation: Employee entitlement is in accordance with the provisions for Externally Funded Programs as outlined in the *CUPE 4400 C Collective Agreement* (Article T and Article U)

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter as one single document to Application.Submission@tdsb.on.ca
2. With competition # **CUPE C-24-0117UFE** in the subject line
3. Apply no later than 4:30 p.m. on **July 3, 2024**

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance, during the application process.

The TDSB follows a hybrid work structure where some employees may be able to work remotely at times, based on operational requirements. Please refer to [Policy P103, Flexible Working Arrangements](#) for more information.