



**Social Enterprise for Canada (SEC)** is a progressive charitable organization, dedicated to creating communities that exemplify Canadian values. SEC maintains its head office in Newmarket and provides direct human services for 19 programs, which include Supervised Access, EarlyON Child & Family Centres, Welcome Centre for Immigrant Services - Newmarket and numerous Before & After School and Licensed Childcare programs.

Social Enterprise for Canada is currently seeking candidates for the position of:

### **Information Specialist – Mandarin**

**Position Description:** As “Directors of First Impressions” our Information Specialists play a critical role presenting a corporate level of service excellence to our English and multilingual customers. The Information Specialist is responsible for coordinating and executing a broad range of customer service activities for our primary customer, the York and Durham Region Welcome Centres as well as other customers demonstrating multi-language needs. Their tasks include receiving and responding to general and escalated customer inquiries; appointment setting; and providing general information about the programs and services available.

### **The successful candidate will possess the following attributes and abilities:**

- Proven communication and organizational skills. Able to clearly articulate messages both verbally and in writing, with superior active listening skills in both **Mandarin and English**.
- Recommend pathways to callers based on service knowledge and background research
- Have culture-sensitive experience with Interpretations
- Highly organized, self-motivated, attentive to details
- Able to work in a company with standards of confidentiality, non-harassment and other Policies
- Proficiency with MS Office, including Outlook, Word and Excel
- Ensuring all information and paperwork is up to date and documented
- Work collaboratively with internal team

### **Additional Requirements:**

- **Fluency required in: Mandarin**
- **Related Experience:** Minimum 2 years customer service or contact centre experience.

- **Certification:** Community Interpreter Certificate (CILISAT, ILSAT, RBI or equivalent) must be obtained within 6 months of employment

**Other:** Current Satisfactory Vulnerable Sector Screen, Available Home Office Space, Computer, Headset

**Equipment Required:** Newer PC with minimum Windows 7 and MS Office 2010 with Outlook and High Speed Internet

**Terms Of Employment:** Contract employment to **March 31, 2020**. Renewal dependent on funding and satisfactory performance

**Location:** Primarily - Home Office, Occasionally required to work from Head Office in Newmarket

**Hours:** 20-30 hours per week

**Compensation:** **\$16.00 - \$18.00** per hour. Compensation commensurate on experience.

Interested candidates should send their resume and cover letter to [human.resources@socialenterprise.ca](mailto:human.resources@socialenterprise.ca) quoting file # INFOSPEC0219.

**Deadline to apply: February 19, 2019**

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

*Social Enterprise for Canada is committed to providing equal opportunities to all candidates and to meeting the needs of people with disabilities. Should you be contacted regarding an employment opportunity and require an accommodation for a disability, we will be please to work with you to identify how we can best support you through the process*