



- Role:** Welcome Centre Information Specialist 1/Language Interpreter, Communication Centre
- Language:** English and Farsi. Any additional language would be an asset.
- Reports to:** Multilingual Services Operations Manager
- Location:** Hybrid (In Office/Work from Home)
- Position Type:** Part-Time 21-28 hours per week
- Compensation:** \$18.00 - \$25.00 plus 4% vacation pay and language premium

### **Organization Overview**

Social Enterprise for Canada (SEC) is a charitable organization started in 1989 and serving York Region, Peel Region and Simcoe County. SEC seeks, secures and delivers a range of public services dedicated to creating communities that exemplify Canadian values of respect, inclusion, diversity, equity and sustainability.

SEC maintains its head office in Newmarket and provides public service signature expertise for immigrants, newcomers, early learning and development, Family Justice Service, Career and Labour market integration through programs such as Supervised Access, EarlyOn Child & Family Centres, Welcome Centre for Immigrant Services-Newmarket and several Before & After School and Licensed Childcare Programs.

The successful applicant should be proficient verbal and written in English and Farsi. Any additional language would be an asset.

This position is hybrid and will require time in our Newmarket Head Office.

### **The Opportunity**

The Welcome Centre Communication Centre Information Specialists play a critical role presenting a corporate level of service excellence to our English and multilingual clients.

As Information Specialist Level 1, you are responsible for coordinating and executing a broad range of client service activities for Welcome Centre clients demonstrating multi-language needs. The tasks may include, but are not limited to, receiving and responding to general and escalated client inquiries as per the service level agreement; appointment setting; providing cultural interpretations; assisting in the preparation/production of Call Centre statistical reports/analysis and development of customer service standards; and ensuring a safe working environment.



### Candidate Profile

- Certified Community Interpreter CILISAT, ILSAT, RBI or equivalent **required within 6 months of the employment**
- Minimum 2 years of customer service or contact centre experience
- Must be able to work in Canada legally
- Must have exceptional communication (oral and written) with active listening skills
- Intermediate knowledge of MS Office including Outlook, Word and Excel
- Strong administrative skills
- Ability to speak/read/translate designated language and English (required)
- Available and committed to attend required training and/or meetings at various affiliated sites

### Key Job Responsibilities

- Communicate with clients using **High level** of active listening and comprehension skills in both **the dedicated language and English**
- Provide clear, concise, **culturally sensitive** communication, both written and verbal
- Deliver accurate, up to date information without advisement, in a professional manner focusing on client needs
- Multi-task and use multiple sources to **research** and record information as required
- Provide professional **Interpretations** for multi person conference calls or video communication
- **Schedule** client appointments using Outlook and other scheduling software
- Prepare and submit **accurate reports** as requested on weekly, monthly or yearly basis
- Actively participate as part of a multi-disciplinary team
- Collaborate with other service providers to ensure best client care
- **Adapt to changing schedules** and plan coordination of tasks in order to meet the needs of clients/team
- **Organize** data and correspondence in a concise systematic manner
- Analyze situational needs with a **solution focused** approach
- Self-manage within defined parameters
- Maintain corporate standards of confidentiality, non-harassment and conflict of interest policies
- Other duties as requested

### Other

- Commitment to part-time role with scheduled hours to support program.
- Reliable transportation to attend office trainings and meetings at Head Office as needed.
- Lengthy sitting, Constant work with headsets
- Individual is **required** to have a Newer PC with minimum Windows 7 and MS Office 2010 with Outlook and High Speed Internet
- Clean Vulnerable Sector screen is required upon hire (reimbursement upon completed probation)

All interested candidates should submit a cover letter and resume to the attention of the Hiring Committee by email to; [cindy.gaudreault@socialenterprise.ca](mailto:cindy.gaudreault@socialenterprise.ca). 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 pleased to work with you to identify how we can best support you through the process.*