

Link to the mission:

Vantage Point's mission is *to inspire and build leadership in the voluntary sector*. Our collection of programs and services revolves around building the capacity of other not-for-profit organizations through human resources (paid and unpaid!).

This position's primary responsibility is to provide excellent frontline customer service in person and over the phone to a wide variety of stakeholders. This position also supports our critical and growing web-based services, communications initiatives, and provides a variety of background and operational support for the organization.

Responsible to: Director, Communications and People Engagement

Status: Full-time, salaried position \$27,100 - \$30,100 with a generous benefits package.

Qualifications:

- ♣ Detail and service oriented with the ability to listen, understand and respond to client requests; ability to build credibility and trust.
- ♣ Customer service-related experience and values.
- ♣ Positive attitude and outgoing, energetic personality.
- ♣ Exceptional organizational and administrative aptitude.
- ♣ **Communication:** Excellent written and verbal customer service and communication skills, including a superior phone manner. Relationship-building is a key function in this position.
- ♣ **Technical Knowledge:** Comfort with technology including Customer Relationship Management (CRM) database systems, MS Word, Excel, Outlook. Aptitude for technology and a willingness to learn new skills in this area is considered an asset. Examples - basic HTML, Drupal, DreamWeaver, content management systems.
- ♣ **Adaptive Capacity:** Passionate, entrepreneurial spirit with capacity to take risks and manage change. Ability to work within and foster a "learning organization".
- ♣ **Job Knowledge:** Clearly understands the mission and demonstrates the values of the organization. Understands community engagement, the social profit sector, and keeps job knowledge up-to-date.
- ♣ **Dependability:** Possesses initiative, ability and commitment to producing high quality work independently and as part of a team. Ability to manage the details with excellence while ensuring the organization's goals and strategies are met.
- ♣ Can think critically and act logically to evaluate situations and generate required steps to ensure success.
- ♣ A self-starter who can set and achieve goals, and organize and manage a high-volume workload.

Job Description

Customer Relations Specialist

February 2012

Specific Duties:

The primary responsibility of the person in this position is to provide the first level of in-person coverage at the office. Thus, the person in this role is expected to perform most tasks at their desk and be present during office hours (8:30am – 4:30pm M-F).

- ♣ **First level of in-person service:** Act as the “face” of the organization; greet and provide information to all visitors; perform opening and closing office duties; answer phone.
- ♣ **Reception:** Manage incoming and outgoing mail, receipt incoming cash and cheques, host all visitors, including service providers and third party vendors, host the reception area with a sense of welcome, manage our member library, check books in and out and input new additions, replenish promotional materials and execute day-to-day requests from staff, tenants and others.
- ♣ **Online Customer Service:** Provide timely information and excellent customer service in response to incoming general email inquiries from a variety of stakeholders.
- ♣ **govolunteer.ca Management:** Assist members with govolunteer.ca and our online store, issue usernames and passwords; review, edit and approve govolunteer.ca postings; web troubleshooting.
- ♣ **Customer database management:** Manage and update the contacts in Netforum, our CRM. Ensure the “cleanliness” of the data to maximize the effectiveness of all e-communications.
- ♣ **Space Rentals and Leasing:** Serve as the day-of host for space rentals during regular office hours. Manage and respond to logistical requests/inquiries from tenants and other renters.
- ♣ **Client Communications:** With the Communications Director, work on the copy, design, and execution of client communications, including e-marketing communications, e-newsletters, storytelling campaigns, website content, and other project-based work.
- ♣ **Vantage Point newsletter management:** With the Director, manage submissions and logistics for the newsletter, including distribution and editing. Compile submissions and finalize each issue.
- ♣ **Administrative support:** Provide administrative support for the board and staff; take and distribute staff meeting minutes; review sector publications and newspapers for relevant content.
- ♣ **Program Coordinator support:** Provide support to the program coordinators when necessary. Enroll participants in programs and workshops; email and follow-up on invoices, correspondence and membership enquiries.
- ♣ **Project based and event support:** Provide key support in relation to these activities as they arise, as time permits.
- ♣ Perform a variety of tasks and other duties as required.

Training:

Ongoing and as determined by the position and the Director, Communications and People Engagement.

Please submit your resume and cover letter electronically by 9am Monday February 27, 2012 to Karen Coulson, Director Advanced Learning, kcoulson@thevantagepoint.ca.