



Client Relationship Management Assistant

Summer Career Placement

*Applicant must be a student between 15 & 30 years of age who attended school full-time last year, and will be returning to school in the fall of 2010

*Applicants must ensure that their qualifications are relevant to the position criteria.

POSITION: Client Relationship Management Assistant **HOURLY WAGE:** To Be Determined, Based on Experience

REPORTS TO: Vice President Client Services & Accounting and Business Manager

LOCATION: Etobicoke (Hwy 427 and Burnathorpe area)

JOB SPECIFICATIONS

OBJECTIVE:

The successful candidate will Client Relationship Management (CRM) support to the organization. Duties will include:

- Provide information to OTEC clients via telephone and email about OTEC programs
- Manage requests through the info line on the telephone and website
- Research and update client lists and leads
- Updating the OTEC CRM System
- Assist with the provincial administration of National Ready to Work; Tourism Careers Program or other government funded projects
- Assist in coordination of sales, marketing and training programs

SPECIFIC RESPONSIBILITIES:

- Assist with the production of sales and marketing material
- Provide assistance with researching contacts and data entry
- Data entry into ACT Data Base and Excel
- Administrative Support, including answering OTEC's telephones and performing reception duties
- Coordinate the production and mailing of certificates to OTEC training participants
- Assist with the production of sales and marketing material
- Assist with training sessions, including luncheons, refreshment services, room setup, clean up and tear down
- Assist with all program areas, where required
- Assist with marketing initiatives, where required

SKILLS:

- Excellent Customer Service and interpersonal skills
- Well organized
- Excellent oral and written communication skills
- Good time management skills
- Ability to work effectively with other members of OTEC, as well as function independently
- Excellent computer skills, including MS Word, Excel, Powerpoint
- Proficiency in ACT, Pagemaker and Photoshop is an asset
- Speaking and Writing abilities in French are an asset
- Marketing background/education is an asset