Coordinator, Client Services

ORGANIZATION OVERVIEW:
OTEC is an independent, entrepreneurial, not-for-profit training, consulting & workforce development organization located in the west end of Toronto. It is the premier source for Customer Service training and strategy development, Tourism Ambassador and leadership skills training, certification and education products and services for tourism, hospitality and service oriented organizations in a wide range of industry sectors both nationally and internationally.

POSITION SUMMARY:
Reporting to the Manager, Consulting and Partnership Projects, the Coordinator, Client Services is a full-time, 10-month contract position with the potential for the position to evolve into a full time permanent position, or, to advance into a business development or project manager role.

Supporting the Business Development and Consulting Team, this is a client relations role that interacts with OTEC’s clients and partners by handling telephone enquiries, coordinating public sessions, and administering OTEC’s online learning bundles which include: Service Excellence Dynamics and emerit Training and Professional Certification portfolio. The position will also provide administrative support for OTEC’s partnership with CTHRC (Canadian Tourism Human Resource Council), and OTEC administrative functions. As OTEC is a relatively small, dynamic, team-oriented organization all employees contribute to additional client service duties as required.

RESPONSIBILITIES:

Direct Client Services:
- Respond to incoming client calls and emails, assess needs and solutions, and refer to Business Development team members for further assistance when appropriate;
- Respond directly to client inquiries regarding public session registrations and general inquiries, as required;
- Provide support to Coordinator, Client Relationships to maintain and update High School and School Board Licenses;
- Maintain up-to-date databases and client relation records, and ensure accuracy of data entries;
- Coordinate all client services aspects of public session workshops;
- Provide support to the Coordinator, Learning and Development for logistics of public sessions;
- Assist Business Development team with client contracts, workshop communications, program evaluations and sales reporting.

Certification and Online Learning Coordination:
- Provide emerit Certification support including responding to enquiries, product purchasing, candidate registrations, exam scheduling, reporting, material orders, and certification preparation;
- Maintain customized online training bundles for key partners through OTEC and partner websites;

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- Provide Service Excellence Dynamics support including product purchasing, learner registrations, managing group codes and discounts, and preparation of course completion reports and statistics;
- Complete monthly sales reconciliation for Service Excellence Dynamics and *emerit* products using the Learning Management System (LMS).

General Administration
- Support OTEC team members with reports, presentations, updates and communications;
- Assist Learning and Development team with webinars and web meetings;
- Support OTEC office as required: telephone, direct mail, shipping, proof reading;
- Coordinate client luncheons, refreshment services, room setup, clean up and tear down for internal meetings;
- Other duties as required.

Competencies and skills:
- Strong customer service and business development orientation and attitude;
- Exceptional interpersonal skills and team player;
- Flexible, adaptable and can establish good working relationships with colleagues and clients;
- Excellent written and verbal communication skills;
- Self-motivated and ability to work with little supervision;
- Organized with attention to detail;
- Project coordination experience;
- Excellent telephone manner and etiquette;
- Ability to multi-task, prioritize, problem solve and work within deadlines;
- Excellent computer skills, including MS Word, Outlook, Excel, Powerpoint, and the CRM database systems.

Qualifications:
- University or College degree/diploma;
- Preferably minimum of 1 year experience including a combination of client services and/or business to business sales support experience in Business, Tourism, Training and/or Human Resource industry experience.
- This is an entry-level position which is highly suitable for a recent graduate.

LOCATION:
OTEC is located at 21 Four Seasons Place, Suite 300, in Toronto (near Hwy 427, the East Mall, and Burnamthorpe Rd. East area). Office is accessible by public transit.

Please forward resume and covering letter to: careers@otec.org and indicate salary expectations. Only candidates selected for an interview will be contacted and we thank you in advance for your interest.

Closing Date: June 1st, 2015.

OTEC website: [www.otec.org](http://www.otec.org)