

Job Title                                    **Client Services (Full time)**  
Reporting to:                                Program Manager  
Term of employment:                      Until March 31, 2025 (with a possibility of extension based on funding)

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Who WE are...

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Since 1998, Global Gathering Place (GGP) has remained dedicated to helping refugees and immigrants integrate and thrive in Canada. By delivering critical services, English classes, and a full calendar of programs, we work hard in service of our vision: A society where newcomers to Canada are fully engaged and valued.

As GGP has grown from a grassroots group to a non-profit leader in the settlement sector, we continue to pride ourselves on personalized, client-centred service. We know our clients; we understand their needs, their fears, and their goals. No one is ever a number at GGP.

Our organizational culture centres around collaboration and each staff member wears many different hats. We work together across departments and in partnership with diverse community partners. We offer guidance for making local services more inclusive and accessible, and advocate for what we know to be true: that immigrants and refugees, when given the opportunity, make valuable contributions to all aspects of Canadian society.

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Who YOU are...

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You strongly believe in diversity, respect for people, and have a passion for helping others thrive and succeed. You value and are committed to equality, respect, and you love learning about people and their cultures. You are at your best when you surround yourself with other committed individuals and you do your best work when you collaborate and work WITH others. You are goal oriented, tenacious, and creative when it comes to problem solving.

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What is Client Services...

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Client Services is primarily accountable for creating a welcoming and professional environment for GGP. They will be the first point of contact for those engaging with GGP staff and our programs and/or services. They will provide individual assistance to clients coming to the front desk including conducting registrations, addressing immediate needs, and making referrals. Within the position, there are diverse administrative and reception duties that support the daily operations of the organization. The position is also accountable for the development and implementation of processes to ensure that GGP is a welcoming environment.

- Welcomes, registers, and provides critical contact to clients
- Supports staff and clients through effectively handling all telephone calls, emails, and in-person inquiries, and exercises discretion and accuracy regarding referral of inquiries
- Ensures the welcoming environment is consistent with the values and mission of GGP
- Works with clients in a culturally sensitive manner
- Builds and maintains working relationships with GGP clients, staff and volunteers
- Ensures all correspondence with stakeholders represents GGP as a professional, welcoming, and resourceful organization

- Responds to inquiries in a professional, timely, and accurate manner
- Supports program staff by calling clients, maintaining sign-up sheets, and coordinating inquiries and services
- Keeps up to date on GGP and community services programs and services in order to be able to respond to and redirect general inquiries in a timely and accurate manner
- Sustains a network of resources to ensure clients and staff members have access to information of available internal and external programs and services
- Inputs client data and maintains database and file management
- Assists with the basic administrative duties such as processing donations, debit card receipts and mailouts, as well as maintaining staff lists, and room bookings.
- Ensures that the main reception area is tidy, welcoming, and inviting
- Performs all other duties as assigned

Secondary responsibilities are:

- Participates in organization and team staff meetings as well as other required meetings
- Upholds GGP vision and values
- Follows all GGP procedures and protocols
- Works well with others in a team and client environment
- Helps other team members as needed, as all teams are expected to work cross-functionally
- Be able to work flexible hours when needed and to adapt to changing work schedules
- Be reliable and punctual
- Be willing and able to be mentored, and to participate in training and other professional development opportunities, especially deemed relevant to the position

Do YOU have the education, skills, and competencies...

- Completion of post-secondary education in a related field. A combination of education and experience will be considered.
- A minimum of 2 years working with the public in an office environment, preferably in a social service-related sector.
- Familiarity in a cross-cultural setting is considered an asset.
- Experience and commitment to promoting environments where diversity in background, thought and practice is welcomed and valued.
- Excellent verbal and written communication skills are essential and the ability to speak another language is considered an asset.
- Demonstrated computer proficiency with MS Office are required.
- A clean Criminal Record with Vulnerable Sector checked.

NOTE: The above job description reflects management's assignment of the most essential functions of the job classification. It does not prescribe or restrict the tasks that may be assigned nor is it intended to be an exhaustive list of all responsibilities and activities required of the position.