

January 10, 2019

Client Services Coordinator

The Crisis and Trauma Resource Institute Inc. (www.ctrinstitute.com) requires an additional person to work in our client services department. This person will begin working on February 11, 2019 (there is room to be flexible on start date). We are located on Sherbrook St. in Winnipeg.

Hours: This position is full-time (37.5 hrs)

Key Duties

- Being the first point of contact for clients when they phone
- Responding to client requests through email and phone
- Assisting in the processing and filing of registration forms and workshop information

Qualifications

- Personable and friendly, fun and grounded
- Enjoys speaking with people on the phone
- Excellent written skills
- Can accept feedback and make changes with minimal defensiveness
- Exceptional contributor to team environment
- Demonstrates continuous self-improvement
- Good computer skills and aptitude to learn new programs quickly
- Self-motivated and able to work independently
- Ability to handle and prioritize multiple tasks
- Strong time and organizational management skills
- Pays attention to detail

Wage/Benefits

- \$35,000 - \$40,000 starting salary, depending on qualifications and experience
- 4 weeks of paid vacation/personal days
- Extended benefits after 3 months of employment

To Apply

Please send the following in **one attachment**: resume, cover letter, 3 work/school related references and a response to the following questions:

1. *What do you do to contribute to a healthy, vibrant work culture?*
2. *Please describe your understanding of the work CTRI does, and how the position of Client Services Coordinator helps in fulfilling this mandate?*

Send To

Heidi Grieser at heidi@achievecentre.com.

Closing and Interviews

Applications will be accepted until Wednesday, January 30, 2019 at 9:00 AM. Successful applicants will be contacted by Skype or FaceTime on January 31-February 1, 2019 for a brief interview. Final follow-up interviews will be February 4 and February 5, 2019.