



Contact North BC has an immediate opening for an individual with customer service, data entry experience and/or sales support experience to fill the following part-time position:

**Community Learning Opportunity Guide – Nisga’a School District
Competition # CNBC-20-08-NISA**

What we do:

Contact North BC helps underserved British Columbians in small, rural, remote, First Nation, Metis and Inuit communities by making it possible for them to access education and training without leaving their communities.

What you do as a member of our team:

Reporting to the Regional Learning Opportunities Coordinator, the Community Learning Opportunity Guide position is based out of our Nisga’a School District online learning centre. The successful candidate will:

- Actively support the Regional Learning Opportunities Coordinator (RLOC) to recruit and support students by responding to e-mail and telephone inquiries at the online learning centre, booking appointments for the RLOC and supporting the RLOC in other recruitment activities as needed.
- Directly recruit students in the community following the standard recruitment process and build local community partnerships to act as referral sources as requested by the RLOC and within parameters set by the RLOC.
- Prepare and maintain the online learning centre to support students using the centre.
- Provide basic technical support to students or escalate complex issues to our Information Technology department.
- Enter and update complete and accurate data in the customer relationship management (CRM) system ensuring all required fields are populated on a daily and ongoing basis.
- Each Friday afternoon, record data on Requests for Services responded to at the online learning centre.
- Provide support and technical services to students studying from home.

What you need to be successful:

- Secondary School Diploma or equivalent combination of relevant education and experience.
- Customer service experience.
- Sales experience or support would be considered an asset.
- Strong problem solving abilities.
- Experience with and capability to learn to use a variety of learning technologies such as audio, video and web conferencing.
- Able to take full responsibility for key assigned key areas of student services process while working with minimal supervision and recommending solutions when escalating or referring issues to the management team.
- Highly developed verbal and written communication skills.
- Detail oriented.
- Previous data entry experience is considered an asset.
- Experience with or knowledge of online learning is considered an asset.
- Sound functional knowledge of MS Office Suite (Word, PowerPoint, Excel and Outlook).
- Ability to speak First Nations language(s) is considered an asset.
- Proven ability to exercise sound judgement and diplomacy through contact with students, faculty/instructors, local host and other community stakeholders.

Contact North BC provides:

- A dynamic and friendly work environment where employees have an opportunity to do meaningful work and grow.
- The opportunity to contribute to our mandate to help British Columbians get the education and training they need for future opportunities.
- Part-time, flexible hours are mainly daytime; however, flexibility to accommodate sporadic evenings and weekends is required.
- An attractive compensation package:
 - \$18.50 per hour wage plus vacation and statutory holiday pay (\$20.00 total per hour)

How to apply:

- **This position is open until filled**
- Submit to resumes@contactnorth.ca with a cover letter and résumé.
- Include at least two employment references.
- Quote Job Competition number **#CNBC-20-08-NISA** in the subject line of the e-mail.
- Start Date as soon as possible.

Contact North BC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.