

## Career Opportunity: Client Services Manager



*Are you PAWS-itively passionate about providing exceptional customer service? Does leading a team who deliver on that objective inspire you? Does a job that makes a difference sound PAWsome? Then our Client Services Manager role could be for you!*

At Lions Foundation Canada Dog Guides (LFCDG) we help people with medical or physical disabilities lead independent lives by providing them with a Dog Guide at no cost. Our school is unique in offering 7 different programs serving approximately 100 new clients annually and supporting over 1,100 active clients. The school operates out of our central location in Oakville, ON, with a breeding and training facility in Breslau, ON. This job is based in Oakville.

### **The Opportunity:**

As Client Services Manager, you will apply a client-first approach to ensure that all applicants and clients experience the highest quality journey possible. The Client Services Manager will lead a team of Client Services Representatives in addressing the diverse and complex needs of each of our clients. This role will require strong leadership, analysis, and collaboration with multiple departments – in particular, our Instructors. You will roll up your sleeves on a daily basis to work alongside the team you lead.

### **Key Areas of Responsibility:**

- Oversee and supervise Client Services team members and a group of vital and committed volunteers
- Provide oversight of all client service practices including managing client requests, concerns and inquiries through various communication channels in a prompt and professional manner, investigating and solving problems, and adhering to exceptional client service standards
- Effectively manage and plan the logistics of client /dog (team) training classes and schedules
- Continually evaluate and improve processes impacting client experience and standards of care, from pre-application through to after-care of working teams, including intake, assessment, class planning, documentation and related aspects
- Develop and improve upon tactics intended to minimize client wait time between application and match
- Monitor and measure results of client service programs and activities in relation to strategic outcomes
- Compliance with sector accreditation
- Build and maintain strong working relationships across teams to build organizational cohesiveness and collaboration
- Ensure client records are always up to date
- Provide direction to Client Services team to cultivate and maintain relationships with government entities, health care providers and community organizations that may offer complimentary support to our clients

**You will bring to the opportunity:**

- Degree/Diploma in Social Services, Business Administration or other relevant discipline
- Demonstrated experience leading, inspiring and managing a team
- The ability to learn about and apply overarching industry standards related to Client Services.
- 5+ years' experience in client/customer service, preferably in a not-for-profit organization
- Previous experience in working with people with physical or medical disabilities
- Demonstrated planning, evaluation and project management experience
- Knowledge of service delivery programs and practices is required
- Understanding of accessibility legislation or willingness to learn
- Excellent written and verbal communication skills
- Superior interpersonal, networking and strategic relationship-building skills to influence and develop constructive working relationships with a wide range of persons
- Excellent organizational, planning and time management skills, including handling multiple, concurrent and diverse tasks
- High degree of professionalism and integrity
- Demonstrated ability to think and plan strategically
- Ability to use discretion, empathy, judgment and tact in handling sensitive/confidential information/situations
- Technical literacy in Zoom, MS Office, SharePoint, CRM (Salesforce) and various internet research tools
- **Bilingualism is considered an asset (Clear and concise oral and written communication skills in both English and French)**

If you are interested in emBARKing on a new journey with an amazing team, please send your resume, salary expectations and a cover letter by March 31, 2024 to [hr@dogguides.com](mailto:hr@dogguides.com)

*Lions Foundation of Canada Dog Guides is committed to employ people from diverse backgrounds. We actively demonstrate inclusiveness through fair, equitable and accessible hiring practices. We recognize the strength that comes from different experiences, backgrounds and perspectives and welcome candidates who identify as visible minorities, Indigenous people, persons with disabilities, and persons within the LGBTQ+ community. We feel it is important as an organization that all people have access and opportunity to be employed, to be valued and to be respected. Accommodation for job applicants with disabilities will be provided upon request during the recruitment, assessment, selection and placement process. Alternative format available on Request.*