



Full-Time Career Opportunity: Client Services Representative

Are you passionate about your work and looking for a way to apply your skills and talents in a meaningful way? Do you want to be part of what is driving an exciting and transformational change?

Lions Foundation of Canada Dog Guides empowers Canadians living with disabilities to navigate their world with confidence and independence, by providing a Dog Guide at no cost and supporting them in their journey together. The school is unique in offering 7 different programs serving between 100-150 new clients annually and supporting over 900 active clients.

The Opportunity:

The Client Services Representative is responsible for working with clients 1:1 as they navigate the client journey in a way that will optimize their chances of being successful. The Client Services Representative must understand how each step of the journey will impact the client's experience of receiving a Dog Guide and will work alongside a team of peers to address the diverse and complex needs of each of our clients. This will require strong collaboration with multiple departments – in particular, our instructors. We need someone in this role whose passion, dedication, and commitment mirror that of our hard-working Dog Guides.

Key Areas of Responsibilities:

- Oversight and execution of multiple programs that support a positive client journey, from pre-application to post-graduation
- Ensure clear and accurate documentation at every stage of the client's journey
- Manage client requests and inquiries through various communication channels in a prompt and professional manner
- Mitigate client concerns or issues raised, addressing them in a timely manner
- Provide oversight of all customer services including investigating and solving problems, and adhering to customer service standards in a timely manner
- Act as a liaison between colleagues, clients, and internal senior staff
- Assist in the development and implementation of client /dog training class programs and schedules
- Compliance with sector accreditation

You will bring to the opportunity:

- Prior training in social work, nursing, mental health or other relevant disciplines
- 4-6 years' experience in client support, preferably in a not-for-profit organization
- Experience in providing support and services to a diverse clientele
- Demonstrated planning, evaluation, and project management experience
- Knowledge of service delivery programs and practices is required
- Understanding of accessibility legislation
- Excellent written and verbal communication skills
- Excellent 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
- A 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
- Bilingual (French and English) is an asset

Why LFCDG?

- Work with exceptional coworkers who care and support each other
- Receive training and development that extends beyond your job duties
- Work among a team that exhibits pride in their work while making a meaningful difference in the lives of Canadians living with disabilities.
- Enjoy a generous employee benefits package
- An opportunity to bring your dog to work!

Lions Foundation of Canada Dog Guides is committed to employing people from diverse backgrounds and 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. Accommodations for job applicants with disabilities will be provided upon request during the recruitment, assessment, selection, and placement process. Alternative format available on Request.

Schedule:

- 8:30am – 4:30pm, Monday – Friday

To apply, please send your resume to HR@dogguides.com by June 21st, 2024.

If you apply, and do not receive a reply, please follow-up with Nlandon@dogguides.com