

CAREER OPPORTUNITY

CUSTOMER SERVICE REP/FIRST AID INSTRUCTOR

ST. JOHN AMBULANCE KENORA BRANCH

St. John Ambulance (SJA) is a voluntary agency dedicated to improving the health, safety and quality of life of Ontarians through training and community service. We are seeking a dynamic individual who has the drive to help people with their personal development through first aid training at our Kenora Branch. Applicants must possess proven customer service and sales experience and demonstrated experience/skill in facilitating training in an adult classroom setting. Community affiliation and experience in the volunteer sector is an asset. Must possess excellent communication skills and proficiency with MS Office.

TERMS OF THE POSITION:

- Full-time, 1 year contract, 35 hours/week. With a possibility of full-time thereafter
- \$18.50/hour

ESSENTIAL DUTIES:

- Register clients in public and internal classes ensuring pre-class requirements are adhered to, forwarding registration forms, receipts and confirmations to clients
- Respond to incoming inquiries about training classes, first aid kits and products from the general public
- Respond to, or forward as appropriate, incoming email enquiries from general email, fax and Alliance leads
- Co-ordinate class supplies in a timely manner for public classes
- Process completed class reports, invoicing and issuing certificates for public and internal classes
- Teach first aid and CPR classes for industry and the general public
- Order and manage training supplies and equipment
- Prepare client renewal notifications in a timely manner
- Receive and process registration/sales payments from telephone and walk-in customers
- Process incoming accounts receivable from commercial and community service accounts
- Prepare daily cash receipts and weekly bank deposits
- Responsible for following up on A/R, preparing statements if required, attaching back up and mailing invoices
- Provides administrative support to Community Services
- Prepares documentation for donation requests
- All other duties as assigned by the Executive Director

KNOWLEDGE, SKILLS, EDUCATION & EXPERIENCE:

- One year successful experience in sales and customer service
- Strong computer skills and knowledge of Microsoft Office including CRM software
- Excellent time management skills with the ability to manage numerous tasks simultaneously
- St. John Instructor or capable of obtaining instructor status
- Excellent interpersonal and communication skills; both written and oral
- Ability to work in a team environment
- Strong customer service / interpersonal skills
- Attention to detail is essential

Please apply with a cover letter, resume and 3 work-related references to jobs@on.sja.ca by March 16, 2020.

We thank all applicants for their interest, only those selected for an interview will be contacted. No telephone inquiries please.

sja.ca



St. John Ambulance

