



Welland Heritage Council
and Multicultural Centre

Welland Heritage Council and Multicultural Centre

JOB DESCRIPTION AND RESPONSIBILITIES

Position Title: Retention Specialist

Position Type: Full Time

Reports To: Interim Program Lead/Executive Director

Hours: 35 hours per week (occasional evenings and weekends may be required)

Position Summary: We are looking for a dynamic retention specialist to help us engage and retain our core client base. In this role, you will deal directly with our clients to find out what issues they are facing, get updates on their progress, provide resources, identify ways to improve our services and maintain client engagement.

To be successful as a retention specialist, you should have a persuasive attitude, excellent customer relationship skills, and a passion for people. Ultimately, a top-class retention specialist will improve retention by creating lasting relationships with clients.

Responsibilities:

Individual performance expectations will be assigned by management and will be subject to change according to the changing needs of the clients, programs/services, individual and team performance and any other factors related to the fulfillment of contractual agreements.

Retention

- Schedule your day-to-day activities to maximize your time to connect, engage and support our clients
- Identify and maintain a detailed list of all clients that are in the engagement or retention stage, this must be updated daily and regular reports on your progress provided to the team
- Working closely with the employment advisors to assist job seekers in the retention phase connect with a new employer if their current employment has ended
- Assist with re-engaging our job seekers that have been difficult to contact
- Strategize ways to overcome adversity, find creative ways to build rapport, gain trust and promote services utilizing all forms of communication
- Gather and analyze client behaviours and develop a successful retention strategy based on client feedback and program directives
- Schedule the pick-up or delivery of retention payments
- Responsible for maintaining retention payment inventory and complete requisitions

Group Facilitation:

- Assist with facilitating employment related presentations and workshops on-site, digitally or in the community. This will include set-up and tear-down of equipment
- Keep updated on current trends, policy changes and other impacts in the field to help dictate possible future trainings and courses

Case Management:

- Work with clients to explore opportunities to advance in their job search and achieve their short and long-term career and employment goals
- Maintain accurate and up-to-date case notes, collect relevant documentation, and enter information into the appropriate database
- Ensure files and information collection follows Fedcap Canada and Employment Ontario Guidelines

Organizational Capacity:

- Support marketing initiatives and social media promotions
- Initiate self-directed learning and participate in staff training and mentorship opportunities
- Respect and adhere to the policies and procedures of the Welland Heritage Council and Multicultural Centre
- Attend meetings and networking opportunities throughout the region to promote all WHCMC programs and services

Qualifications:

- Post-secondary education in a related field
- Exceptional customer service skills and sales experience is an asset
- Demonstrate resiliency and a can-do attitude
- Attention to detail and exceptional time management skills are required
- Able to work independently and within a team environment
- Experience in career counselling, group facilitation and job development would be an asset
- Excellent written and verbal communication skills
- Knowledge of local employment standards, labour market, community agencies and services is a requirement on the job
- Advanced skills with MS Office, Outlooks, digital meeting platforms and social media
- Police clearance is required
- Own vehicle and valid driver's license is also required

Compensation

Range \$22 - \$26 (Based on experience, knowledge and skills)

How to apply:

Please forward your cover letter and resume to: hr@wellandheritagecouncil.com

The recruitment process will close on: Friday January 7th, 2022 at 12 pm

We thank everyone for their interest in the position however, only those selected to move forward in the interview process will be contacted. Please, no phone calls or drop in inquiries.

The Welland Heritage Council and Multicultural Centre values diversity and inclusion, we welcome individuals from all backgrounds, abilities, race, color, sexual orientation, disability, national origin and cultures to apply. If you require accommodation for the interview process, please email hr@wellandheritagecouncil.com

Welland Heritage Council and Multicultural Centre adheres to strict COVID-19 safety protocols to keep both staff and clients safe. Pre-screening is required before entering the work place, hand sanitization and masks are mandatory.