

## Unit Support Clerk – 10 Week Contract (6 Positions Available)

Girl Guides of Canada, Ontario Council is the largest organization for women and girls in Ontario. Through our dedicated and talented members, we continue to ensure Guiding remains a place where girls can experience new things, dare to be themselves, and become more confident and connected to the world around them. We bring out the extraordinary in every girl.

We are currently seeking a Unit Support Clerk to bring out the extraordinary in our front line support to parents and prospective members. If your passion is providing great customer service on the phone and through email and you have a knack for navigating people through online registrations and general processes, please read on...

As part of our Unit Support team, you will process a high volume of phone calls every day. You will become an expert on all our programs, resources, processes, and deadlines so that you can provide timely responses to a full range of questions from the public, parents, and members.

If you thrive on keeping things organized, with great attention to detail, patience and empathy to help busy people understand processes, and a level head under pressure then this role might be a great fit for you. Of course, if you are familiar with Girl Guides in Ontario, even better.

If this sounds like a perfect role for you, make sure that you have the basics before you apply...

### The Basics

- Education in administrative assistance or office administration plus two years working in an office environment or equivalent
- Demonstrated ability to provide excellent customer service by phone
- Proficiency in a Windows based software environment
- Proven ability to track and meet deadlines
- Familiarity with Girl Guides of Canada
- Experience in the voluntary sector is an asset

### Final Details

- 10 week contract , starting August 14, 2017
- Located at 180 Duncan Mill Road, Suite 100, Toronto
- Typical office hours 8:30am to 4:15pm M-F
- Reports to the Unit Support Manager

If this role sounds tailor made for you, it is time to send us your story.

Please submit your cover letter (tell us why you are our best choice for this job) and your resume (further relevant details supporting your fit for the job) to [humanresources2@guidesontario.org](mailto:humanresources2@guidesontario.org) and use Unit Support Clerk as the subject line.

Deadline to apply is Friday July 14, 2017

We thank everyone in advance who takes the time to apply to this role, but unfortunately we will only be able to contact directly those selected for an interview.