

Information Assistant
1 – Permanent Position
Business Development & Community Services
CUPE Local 4400 Funded Unit C – Grade F (12 Month)
\$24.13 - \$28.31 per hour

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

Reporting to the supervisor of the project, the Information Assistant is responsible for providing support to clients visiting the Employment Services Centre, which is open to the public in accordance with the contractual agreement between the funding agency, and Community Services.

Summary of Duties:

- Greet clients in a helpful, friendly manner;
- Answer questions and concerns in a courteous manner;
- Assist clients to determine needs in tactful, discreet and professional manner;
- Assign clients to a computer and monitor their progress;
- Provide assistance to clients in all of the services in accordance with the Centre's service standards;
- Ensure clients receive personal support/assistance if requested;
- Conduct tours of the Centre as required for special guests;
- Demonstrate internet job search and Winway, or other automated job search supports;
- Assist clients to use the equipment in the Centre, specifically computers, photocopiers, audio-visual aids;
- Refer clients to appropriate off-site services and community agencies;
- Support and encourage clients in the development of resumes or other job search tools;
- Assist clients with labour market research, selecting or directing clients to appropriate research material;
- Maintain client confidentiality;
- Orient new clients to the services and equipment available in the Centre individually or in a group;
- Maintain visitor/client log;
- Maintain information binders and/or electronic directories for labour market information;
- Maintain security of resource materials;
- Ensure internet address files are updated on a regular basis;
- Source out and monitor job postings on the internet and job banks;
- Update internet address files etc.;
- Maintain library, print resources, supplies, etc.;
- Validate information received from external sources;
- Develop external contacts that may be appropriate to assist clients;
- Prepare marketing tools as directed;
- Produce, prepare and circulate information as directed by management or funder on behalf of program;
- Monitor equipment for appropriate use;
- Provide technical support/troubleshooting on equipment at client's request;
- Report any problems with equipment to Supervisor or Technical Support person;
- Liaise with Technical Support person to ensure equipment problems are alleviated; and
- Other related duties as assigned.

Qualifications:

- Secondary school diploma including computer courses with six months related experience or an equivalent combination of education and experience;
- Proficient keyboarding and computer skills which include the use of e-mail, internet, word processing, database management applications;
- Good organizational skills and ability to prioritize workload;
- Strong interpersonal and problem solving skills; and
- Ability to communicate effectively with a customer service focus.

Special Requirements:

- Ability to stand for extended periods of time

Location: 1000 Gerrard Street East

Shift: Day/Evening; Monday to Friday

Hours: 17.5 to 35 Hours per week – 7 hours per day between 8:00 a.m. and 8:00 p.m. to meet contractual obligation.

Work Year: 12 Months

Note: This is an externally funded program, dependent on renewal of funding each year, subject to cancellation by funder with two weeks' notice. Program presently has funding to March 31, 2024 with the possibility of an extension.

Paid Holiday & Vacation: Employee entitlement is in accordance with the provisions for Externally Funded Programs as outlined in the *CUPE 4400 C Collective Agreement* (Article T and Article U)

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter as one single document to Application.Submission@tdsb.on.ca
2. With competition # **CUPE C-24-0014UFE** in the subject line
3. Apply no later than 4:30 p.m. on **January 31, 2024**

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance, during the application process.