



## Casual Client Services Clerk

The YWCA Saskatoon is a dynamic team dedicated to positively impacting the lives of women, their families, and the community. YWCA Saskatoon is a vibrant organization providing inclusive community services on Treaty Six territory and the homeland of the Métis peoples since 1910. We look forward to the possibility of you joining our team.

### **DIVERSITY, EQUITY, & INCLUSION STATEMENT:**

At the YWCA Saskatoon, we believe in the importance of diversity, equity, and inclusion. We are dedicated to creating and cultivating an inclusive workspace and workforce that represents the communities we serve. We acknowledge that certain groups have been historically disadvantaged and continue to face barriers in the workforce. In collaboration with the Canadian Employment Equity Act, we have identified the following groups, which have experienced historical and/or current obstacles, as part of our equity priority group:

These include:

- Indigenous peoples
- Persons of colour
- Persons with disabilities
- Women
- 2SLGBTQ+ community
- Newcomers to Canada

We base our selection process on merit and encourage all diverse groups to participate fully. We acknowledge the barriers that affect equity groups, and we're committed to addressing, mitigating and accommodating these barriers to strive for equity in the workplace.

If at any time during the application and selection process you require accommodation, please email Joanne Fogarty at [jfogarty@ywcaskatoon.com](mailto:jfogarty@ywcaskatoon.com).

### **POSTION SUMMARY:**

Serving as the initial point of contact for all potential and existing participants, the Client Service Clerk plays an important role as the face of the Employment & Learning Centre. The Client

## Casual Client Services Clerk Job Posting

Services Clerk will work independently and proactively to assist individuals with their job search needs, work in correlation with our program staff, and collaborate with other departments on organizational initiatives. Along with the ability to maintain a positive attitude through change and multiple priorities, the Client Services Clerk has excellent communication, computer, and organizational skills. This is an in-scope position.

### **POSITION REPORTING:**

Reports to the Director of Employment & Learning.

### **WHAT WE OFFER:**

- Rewarding work; contribute to meaningful change for clients and our community
- An inclusive and supportive team
- Fitness membership at Fitness on 25<sup>th</sup> and a discounted rate on eligible programs

**HOURS OF WORK:** Work hours scheduled on an “as needed” basis

### **MAJOR RESPONSIBILITIES:**

#### **1. Perform a variety of administrative duties:**

- maintain high quality and standard of service delivery, processes and resources
- create welcoming environment within client areas including up-to-date resources
- understand implicitly all of the YWCA Saskatoon offerings, imparting information about programs and services to participants, employers, partners and the general public
- gather or collect information from individuals seeking to access program and services
- assist participants with reproducing job search documents, making applications, job searching online and other job search related tasks
- provide clerical support to program staff and management
- process requests for training and employments supports, produce confirmation documents, and forward documentation for payment
- coordinate computer lab offerings, create schedules, register students, and enter outcomes
- provide back up to staff within the Client Services Unit

YWCA Saskatoon operates on Treaty 6 Territory – the traditional homeland of the Nehiyaw and Nehithaw Cree, Dene, Nahkawe Saulteaux, Dakota, Lakota and Nakoda peoples, as well as the Homeland of the Métis Nation.

We pay our respect to the First Peoples of this land and affirm our commitment to authentic, meaningful and action-led truth and reconciliation.

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### 2. **Maintain accurate records and reports:**

- enter client data into database based on intake of information over the phone or in person
- track qualitative and quantitative information for reporting and evaluation with a high level of accuracy

### 3. **Additional office duties including but not limited to typing, copying, scanning, faxing and any other duties.**

### **QUALIFICATIONS AND EXPERIENCE:**

- diploma or certificate in administration, office or business and 2 years of related work experience in an administrative assistant role providing client services and reception;
- proficient at an intermediate level in Microsoft Office 2019 Word, Excel and Outlook
- well-developed relationship-building skills and ability to develop rapport and communicate effectively with all stakeholders;
- knowledge of Saskatoon's labour market will be an asset; and
- an understanding of and commitment to the philosophies of YWCA Saskatoon.

### **WAGE:**

\$15.25 per hour (Administrative Assistant wage grid)

### **CONTACT INFORMATION:**

Please include a cover letter and resume. Applications will be accepted until filled and should be forwarded to:

Director of Employment & Learning

Joanne Fogarty

[jfogarty@ywcaskatoon.com](mailto:jfogarty@ywcaskatoon.com)

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