



EXTERNAL POSTING

Coordinator, Online Services

Contract Length: Until March 31, 2023 with possibility of renewal

Location: Flexible

ACCES Employment is a leader in connecting qualified jobseekers from diverse backgrounds with employers across the Greater Toronto Area (GTA), Ontario, and Canada. ACCES helps more than 40,000 job seekers each year at seven locations in the GTA. As a charitable not-for-profit organization, ACCES provides job search services that connect newcomers, jobseekers, youth, women, and refugees to jobs that reflect their skills and experience. We provide over 30 customized job search programs that meet the unique needs of our jobseekers. Our vision is to achieve a fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

We are looking for people who thrive in a flexible and fast-paced environment. ACCES offers an excellent benefits package, a RRSP matching program, and an Employee & Family Assistance Program.

The position of Coordinator, Online Services will report to the Director, Data Governance and Application Services as part of the Online Services team. This individual will be responsible for organizing and conducting online events, primarily on the Brazen platform, in addition to providing training to staff on using this platform. Given that many Brazen events will be organized in collaboration with the 'Connecting Afghan Refugees to Good Jobs' program, this role will have a dotted line reporting to the Manager, Connecting Afghan Refugees to Good Jobs. This program team works in collaboration with ACCES's Corporate Engagement team to support newly landed refugees to receive coaching and support to secure employment.

This position will also play an important role in ensuring the ongoing success of an AI-based virtual client service tool in ACCES' service delivery process. This is a non-unionized position.

Duties and Responsibilities:

- Coordinate and provide live support for networking events, job fairs, and virtual hiring events that take place on the Brazen platform, including pre-event prep and test sessions with other team members, employers and job seekers
- Working closely with the Manager, Connecting Afghan Refugees to Good Jobs' program and team to schedule events and preparation sessions.
- Instruct and guide others on use of the Brazen platform and other online platforms that the organization uses in service delivery
- Triage inquiries from VERA (Virtual Employment and Resource Attendant) to programs
- Support program teams to attend to client inquiries from VERA through notifications and training; flag trends; contribute to the ongoing collecting of relevant VERA data
- Conduct monthly review of VERA responses to user inquiries and remediate the learning model to improve future performance
- Test VERA following changes
- Other duties as assigned including staff supervision, support of site activities, evening supervisor shift rotation, and support of other managers/activities, as required



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Qualifications:

An organized self-starter with experience and/or education in the following areas:

- Post-Secondary Degree or diploma in a related field is an asset
- Excellent English verbal and written communication skills
- Fluency in Pashto, Persian, or Dari is considered a strong asset
- **Proficient in various online platforms** and adapts quickly to new technology
- **Experience conducting online events on the Brazen platform is an asset**
- Experience in training adults and developing written guides
- Strong interpersonal skills to work effectively in a diverse environment, interacting with clients, employers, community partners and service providers
- Knowledge of employment services is an asset
- Experience working in an MSOffice environment; familiarity with database management programs (ex. Salesforce)
- Exceptional planning, organization and problem-solving skills; must be pro-active, and have a sense of urgency
- Ability to absorb new ideas and concepts quickly and to ensure they are clearly communicated to an audience
- Ability to travel between all ACCES Employment locations, program delivery locations, partner and employer organizations, across the GTA, as needed

We are currently on a hybrid work schedule, working in the office and from home. This hybrid work schedule is subject to change based on business requirements.

***Please Note:** ACCES remains committed to its employees and to providing a safe workplace. As of October 1, 2021, candidates for employment are required to be fully vaccinated against COVID-19 and successful candidates must agree to obtain any additional vaccinations that may be required. Proof of such vaccination will be required. We will make accommodation for qualifying medical or religious exemptions. Employees who are not fully vaccinated due to a valid medical exemption must provide written proof from an allergist/immunologist/cardiologist.*

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Job Application Instructions

Interested persons should send their resume with a covering letter to:

ACCES Employment Hiring Committee

By Email: hr@acesemployment.ca

Candidates should state the position of interest in the subject of the email: e.g. Events Coordinator.

Please Note:

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Candidates who are contacted may be requested to complete a screening video interview using Spark Hire.

This position will be posted until it is filled. We will be reviewing resumes as they are submitted.

ACCES Employment is committed to equity, diversity, and inclusion in our workplace and in our recruitment processes. We encourage applications from members of all racialized groups, gender identities and sexual orientations, Indigenous persons and, persons with disabilities.

Accessibility and Accommodation: ACCES Employment is also committed to developing inclusive, barrier-free selection processes and work environments. Please advise our HR representative or hiring manager of any accommodation measures that are required. Information received relating to accommodation measures will be addressed confidentially.