Client Services Assistant

Faculty of Business Administration

Gardiner Centre

Fall 2023 and Winter 2024

**DUTIES**

Reporting to the Training Coordinator and Manager of Finance and Administration a graduate student Client Services Assistant will be responsible for assisting with hosting clients for seminars and assisting in logistical arrangements. Duties include: greeting training participants, preparing classrooms for onsite training delivery, providing front desk coverage, providing technical support to instructors (training provided), opening and moderating video conferencing sessions for virtual training, maintaining the database, coordinating catering, arranging facilities for program delivery, preparing morning and afternoon breaks, responding to inquiries by telephone, email or in-person; assisting in the general operation of the office, coordinating participant materials, and performing other related duties as required. Daytime hours along with some evening and weekend work is required.

**QUALIFICATIONS**

Candidates are registered at Memorial as full-time graduate students and expected to be available for the Fall 2023 and Winter 2024 semesters. The ideal candidate will have experience (1-2 years) in moderately difficult and varied clerical work; hosting and customer service experience; knowledge of database tools or any equivalent combination of experience and training. Experience in a training and/or customer services environment(s) would be considered an asset.

Salary: The salary is based on the rate for a Graduate Assistant.

Closing Date: Sept 8, 2023

Applications should include a letter of application, curriculum vitae, and the names of two references. Applications must be sent to: sheilan@mun.ca. Questions about this position can be directed to Sheila Nash (sheilan@mun.ca), Manager, Finance and Administration, Gardiner Centre.

This position is covered by a Collective Agreement between TAUMUN and Memorial University of Newfoundland.